VIDA SOFTWARE ORDERING

HOW INDEPENDENT OPERATORS ORDER AND DOWNLOAD SOFTWARE TO VEHICLES USING VIDA

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1 ORDERING AND DOWNLOADING SOFTWARE TO VEHICLES USING VIDA

This document describes how independent operators order software in VIDA (Not applicable for the US market.).

NOTE

Independent operators need to have contact with an authorised Volvo dealer to be able to purchase software. Authorised Volvo dealers are to be found at http://www.volvocars.com.

1.1 Introduction

In VIDA, the vehicle communication methods differ depending on what diagnostic protocol a vehicle model is using. Also, the diagnostic protocols provide different possibilities in terms of how the vehicle model can be diagnosed in VIDA. Because of this, the communication tools differ depending on what protocol the vehicle model being diagnosed is using. The vehicle models handled in VIDA are divided into the following two groups, based on diagnostic protocols:

- VDS protocol-based vehicle models (used in some vehicles from model year 2015 and forward).

- D2 and GGD protocol-based vehicle models (these are the most common protocols).

Note

VDS protocol-based vehicles primarily support vehicle communication by a peer-to-peer connection via Ethernet cable, using a VOE adapter.

Note

D2/GGD-protocol based vehicles only support vehicle communication with DiCE and J2534 devices.

1.2 USB memory

The latest generation of Infotainment contains considerably larger software files than previous generations. In order to download these large software products to the MOST network, a USB memory is needed. Once a software product is available the Order details on the Software tab will show if a USB memory is needed. VIDA will give instructions on where the USB memory should be connected.

NOTE

VIDA will only approve the USB that Volvo Car Corporation has developed as a special tool for this specific purpose.

VOE adapter, DiCE and USB memory can be purchased from an authorised Volvo dealer.

1.3 Purchasing and downloading software (independent operators)

The following procedure describes how to purchase and download software for an independent operator.

> **Note**
>
> Software cannot be selected without a VIN specified vehicle profile. Only software products available for the VIN specified vehicle are displayed.
>
> All softwares are not available for independent operators.

1. Start by selecting or connecting the vehicle to work with.

    → The vehicle is assigned its own tab.

2. Open the Software tab.

3. Select one of the following categories (all categories may not be accessible on all markets):

    -   Upgrades
    -   Hardware Changes
    -   Function Changes
    -   All

    For an explanation of these categories, see the VIDA Help in VIDA. Click the ⓘ icon in the lower right corner of VIDA or press [F1] on your keyboard to access VIDA Help.

4. Locate the software product(s) you want to order. Note the software product number(s). If you find it difficult to find the right product, filter the list by using the filtering fields above each column.

5. Contact the authorized Volvo dealer you cooperate with and ask them to order the software products. The following information must always be provided to the authorized Volvo dealer:

    -   Partner ID.
    -   User name.
    -   VIN of the vehicle the software is ordered for.
    -   Software product number(s) of the software product(s) being ordered.

6. When the authorized Volvo dealer has purchased the software for you, you will find those under the Query Order tab.
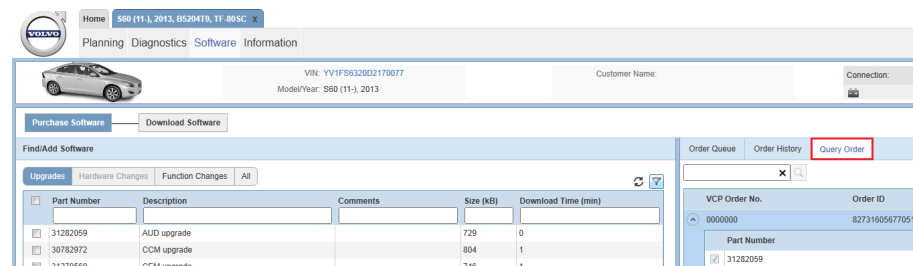

Fig. 1   The Query Order tab

7. At this point, in order to download the software, the vehicle has to be connected to VIDA.

> **Note**
>
> It is recommended that you fully fault trace the vehicle before a software download is performed. This because all Diagnostic Trouble Codes will be erased during the software download process.

8. When the ordered software products are available, click the Add to Order Queue button.

   → The software products are now transferred to the Order Queue tab.

9. Under the Order Queue tab, select the software products and click the Retrieve button to make the software products available for download.

   → An order reference pop-up is displayed.

10. Enter the order reference that you have received from the authorized Volvo dealer and click Ok.

    → VIDA starts querying for the software packages.

11. When the querying is completed, click Continue button in the lower right corner of VIDA..

    → You are taken to the Download Software page.

12. At this point, in order to download the software, the vehicle has to be connected in VIDA.

    Note

    It is recommended that you fully fault trace the vehicle before a software download is performed. This because all Diagnostic Trouble Codes will be erased during the software download process.

13. Check the estimated download time in the Order Details at the left bottom of VIDA. Also check the battery level of the vehicle to make sure that the download can be carried out successfully.

    Note

    Always use a power unit when performing software download.

    Note

    The following must be fulfilled before the Start button is enabled:

    - The vehicle is connected to VIDA.
    - VDS protocol-based vehicles; the voltage in the vehicle is 12.1 V or above.
    - D2 and GGD protocol-based vehicles; the voltage in the vehicle is above 11 V.
    - Bluetooth signal strength is sufficient, if applicable.

14. Click the Start button in the Information panel to start downloading the software.

    → Once the software download has been started, you can follow the progress in the progress bar on top of the panel. The progress bar reflects the four steps of the software download process. Relevant information is provided continuously during each step of the process.

15. When the software download is completed, click Ok.

    → The software ordering and download process is now completed and the Software tab is refreshed.

2 HISTORY LOG

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Added that a power unit always must be used when performing software download.