



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.

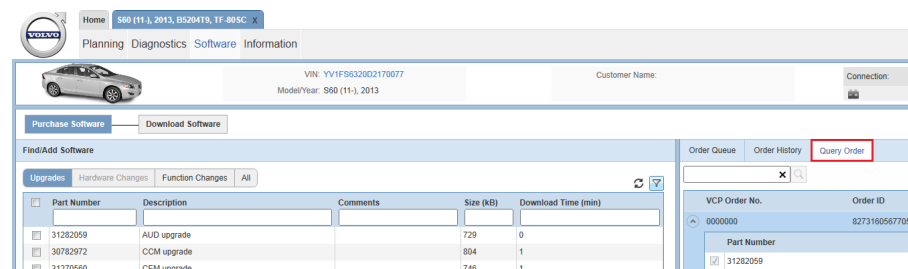


Fig. 1 The Query Order tab

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

2.1 327EN02

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