



VIDA SUBSCRIPTION INSTRUCTION



ALL YOU NEED TO KNOW ABOUT VIDA BEFORE YOU ORDER A SUBSCRIPTION

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1 INTRODUCTION

This document contains all information necessary to buy a VIDA subscription. It is important that you read and understand the information before buying a VIDA subscription.

2 VIDA - VEHICLE INFORMATION AND DIAGNOSTICS FOR AFTERSALES

VIDA supports workshops in service and repair of Volvo vehicles, by providing parts information, service information, diagnostic fault tracing, software download and standard times. In VIDA you specify the vehicle to get adequate information.

2.1 Parts information

In VIDA it is possible to mark several items on a parts catalogue page and add them to a personal work list. You can have several active work lists. The visible information is condensed to information only relevant for the selected vehicle profile. Other features are:

- clear presentation of notes connected to individual part numbers
- personal comments to a specific part number
- hot-spots between the graphic and parts table
- possibility to zoom the graphics.

VIDA holds complete parts information about the following models and all available model years:

Cross Country	Estates	Sedans	Coupes
XC90	V90	S90	C30
XC60	V70 (08-)	S80L	C70 (06-)
XC70(08-)	V70 (00-08)	S80 (07-)	C70 Conv (-05)
V70 XC (01-) / XC70(-07)	V70 (-00)	S80 (-06)	C70 Coupe (-02)
V70 XC (-00)	V60	S70	
V40 Cross Country	V50	S60 (11-)	
	V40 (13-)	S60 (-09)	
	V40 (-04)	S40 (04-)	
	960	S40 (-04)	
	940	960	
	850	940	
	780	850	
	760	780	
	740	760	
	200-serie	740	
		400-serie	
		300-serie	
		200-serie	

2.2 Service information

Repair information consists of repair procedures and is available for all models and model years (special vehicles included) listed:

Cross Country	Estates	Sedans	Coupes
XC90	V90	S90	C30
XC60	V70 (08-)	S80L	C70 (06-)
XC70 (08-)	V70 (00-08)	S80 (07-)	C70 Conv (-05)
V70 XC (01-) / XC70 (-07)	V70 (-00)	S80 (-06)	C70 Coupe (-02)
V70 XC (-00)	V60	S70	
V40 Cross Country	V50	S60 (11-)	
	V40 (13-)	S60 (-09)	
	V40 (04-)	S40 (04-)	
	960	S40 (-04)	
	940	960	
	850	940	
		850	
		400-serie	

Service information for the 200, 300, 400, and 700 series vehicles is available via Volvo Cars Technical Information Shop (TIS).

2.3 Diagnostic fault tracing

Prior to entering the diagnostic workflow, there is a possibility to add customer complaints called CSC (Customer Symptom Codes). As the user enters the diagnostic workflow, the system will perform an initial communication with the vehicle (a health check). The result of this communication will form the basis for the content under each submenu i.e. vehicle information, network status, diagnostic trouble codes, symptom fault trace and vehicle communication checks.

- VIDA diagnostic workflow is applicable for all models from model year 1999 and onward. Diagnostic workflow includes fault tracing based on DTC (Diagnostic Trouble Codes) and/or symptoms given by the customer (CSC). Supported vehicle communication tools can be found in the document *Workshop System Requirements and Guidelines*.
- There is no integrated support for vehicle communication with 900-series, 800-series and 400-series. However, fault tracing connected to diagnostic trouble codes read-out with a standalone communication tool such as the Volvo System Tester and symptoms given by customer is displayed in the VIDA information manager.

2.4 Software download

VIDA software download is applicable for all models from model year 1999 and onward, and S40 (-04), V40 (-04) from model year 1996. It is possible to download software using software manager. A vehicle communication tool is required. Supported communication tools can be found in the document *Workshop System Requirements and Guidelines*.

**NOTE**

To be able to purchase software, independent operators need to have contact with an authorized Volvo dealer every time software shall be ordered in VIDA.

2.5 Standard times

Volvo Standard Times (VST) is based on Volvo Cars technical production system under workshop conditions. Volvo Standard Times covers most of the repair jobs which are currently likely to occur in the field. All standard times are subject to change at any time based on improved methods, techniques and equipment or other achievements within the car industry. The times will be continuously updated to guarantee high quality and to ensure that the Volvo Standard Times are up-to-date.

The times allotted for the various operations are the basic times which a well-trained and experienced mechanic requires to perform a job, providing that all the necessary tools and equipment are readily available within the workshop. The times are also based on the use of genuine Volvo replacement parts, using Volvo recommended repair procedures and Volvo special tools as prescribed in applicable Volvo service information such as service manuals, bulletins, VIDA and other technical publications.

3 SUBSCRIPTION OPTIONS

VIDA comes in two different set-ups; VIDA All-in-one and VIDA on Web. VIDA All-in-one should be used by workshops using vehicle communication (diagnostics and software downloads).

VIDA on Web is a web solution that provides access to service and spare parts information. VIDA on Web does not have access to diagnostics and software downloads.

3.1 VIDA All-in-one

With all available subscription packages included, VIDA All-in-one is a complete VIDA application with access to all functions. Most of the information is stored locally in the computer when installing the VIDA DVD. New releases will be distributed on DVDs, supplemented by electronic updates (eUpdates).

VIDA All-in-one runs several functions without being connected to the central data system. An Internet connection is required for functionality that needs communication with central information. Examples are software downloads, standard times and when reporting errors in TIE. A connection is also required for registration and subscription information.

VIDA All-in-one should be used by workshops that use vehicle communication (diagnostics and software downloads).

3.1.1 Subscription packages

The following packages are available for a VIDA All-in-one subscription:

- **Parts information**
Gives full access to the parts catalogue.
- **Service information**
Gives full access to the service information.
- **Standard times**
The package Standard times gives the calculated time to perform a certain operation. Each VST (Volvo Standard Time) is equal to a period of six minutes (e.g. VST 4 = 24 minutes).
- **Diagnostic workflow**
Note! Requires a vehicle communication tool. You need to buy this tool separately from the VIDA subscription.
Gives full Diagnostic workflow functionality.
- **Software order and download**
Note! Requires a vehicle communication tool. You need to buy this tool separately from the VIDA subscription.
Note! Independent operators need to have contact with an authorized Volvo dealer to be able to purchase software.

It is possible to subscribe to the following package combinations in VIDA All-in-one:

Package combination	Parts information	Service information	Standard times	Diagnostic workflow	Software order and download
1	x	x	x	x	x
2	x				x
3	x	x		x	x

Package combination	Parts information	Service information	Standard times	Diagnostic workflow	Software order and download
4	x	x	x	x	
5	x	x		x	
6	x		x		x

3.2 VIDA on Web

VIDA on Web is a web solution with centrally updated information. VIDA on Web provides access to service and spare parts information. For diagnostics and downloading of software VIDA All-in-one is required.

3.2.1 Subscription packages

The following packages are available for a VIDA on Web subscription:

- **Parts information**
Gives full access to the parts catalogue.
- **Service information**
Gives full access to the service information.
- **Standard times**
The package Standard times gives the calculated time to perform a certain operation. Each VST (Volvo Standard Time) is equal to a period of six minutes (e.g. VST 4 = 24 minutes).

It is possible to subscribe to the following package combinations in VIDA on Web:

Package combinations	Parts information	Service information	Standard times
1	x	x	x
2	x	x	
3	x		x
4	x		

3.3 New releases

VIDA has several information and application updates a year.

- VIDA All-in-one subscribers with longer subscriptions, will automatically have a new DVD when a new version of VIDA has been released.
- A VIDA on Web subscription will automatically be updated when a new version of VIDA has been released.

3.4 Subscriptions and licenses

When ordering a subscription, you choose a number of licenses. The meaning of a license depends on the type of subscription. All users must be included in the subscription in order to use VIDA.

3.4.1 VIDA All-in-one

A VIDA All-in-one subscription is bought in one or more licenses. The number of licenses determines the number of installations of VIDA All-in-one that can be made (one installation per computer). The number of users is unlimited.

Example:

If you have two VIDA All-in-one licenses you will be able to install and run VIDA on two computers. Only two technicians can use VIDA simultaneously, i.e. one per computer.

3.4.2 VIDA on Web

A VIDA on Web subscription contains one or more licenses. The number of licenses determines the number of users that can use and be included in the subscription. For each license one user at a time can be logged in to VIDA on Web.

Example:

If you have two VIDA on Web licenses you can include two users in the subscription i.e. one per license.



NOTE

A subscription and license is the property of Volvo Car Corporation and granted to the license on the conditions stated in the VIDA license agreement. Any disposal such as sublicense or vending is strictly prohibited.

3.5 Subscription time options

The packages are available for subscription in the following time duration:

- 1 hour
- 1 day
- 30 days
- 90 days
- 365 days



NOTE

When subscribing to VIDA All-in-one a DVD needs to be sent to you. The delivery time depends on the postal service from Volvo Car Corporation in Sweden to your country. E.G. if you have ordered the VIDA All-in-one with software for 1 hour, you have to plan in advance due to the time to receive the disc.

If you have ordered VIDA All-in-one in the past, and a new version of VIDA All-in-one DVD has been released you will have to wait for the new disc before it is possible to activate the VIDA All-in-one subscription.

3.6 VIDA languages

A subscription for VIDA All-in-one is normally ordered in one language but you can get additional languages by contacting your sales company. For VIDA on Web you can set language per user in the administrative system VIDA Admin.

The following languages are available:

American English, British English, Dutch, Finnish, French, German, Italian, Japanese, Korean, Portuguese, Russian, Simplified Chinese, Spanish, Swedish, Thai, Traditional Chinese and Turkish.

3.7 Ordering information

TIS will confirm your purchase via email, directly after ordering. For VIDA on Web there is no distribution time. You will be able to use VIDA on Web when you get your user ID and password. These will be sent to you by email within 5 hours.

When you subscribe to VIDA on Web, you must also install the *VIDA on Web installation application*. Download it from Workshop Support Guide under the **Installation** tab (<http://vccs.volvocars.se/wsguide/>). On this website you will also find VIDA user guides and information.

For VIDA All-in-one, a DVD needs to be sent to you. The delivery time depends on the postal service from Volvo Car Corporation to your country.

3.8 Pricing

Find prices and payment conditions in TIS (<https://tis.volvocars.biz/tis>).

4 SYSTEM REQUIREMENTS

To run VIDA you need a computer and an Internet connection. VIDA All-in-one has higher hardware specification requirements than VIDA on Web. VIDA All-in-one also requires some plug-ins and extra hardware for diagnostics and software download. Further information about system requirements is available in the document *Workshop System Requirements and Guidelines*, available on Workshop Support Guide (<http://vccs.volvocars.se/wsguide/>).

4.1 Does your computer meet required specifications?

Before ordering VIDA All-in-one, the *VIDA Certification Agent* program should be run. This program checks that the computer meets the required specifications for VIDA All-in-one. VIDA Certification Agent can be downloaded from Workshop Support Guide.

To run VIDA Certification Agent you must be logged in as administrator in Windows. VIDA Certification Agent reports if the specifications are met, gives warnings for anything between the minimum and recommended specification and an error message for anything that does not meet the specifications.

Faults must be remedied or computers changed before installation, because VIDA All-in-one cannot be installed on a computer which does not meet the specifications. VIDA Certification Agent is also run automatically as a part of the VIDA installation program.

4.2 Vehicle communication tools

To be able to perform diagnostic read-outs, diagnostic fault tracing and software downloads, VIDA needs to be connected to the vehicle through a communication tool. This device will transfer data from the VIDA All-in-one computer to the receiver in the vehicle.

VIDA supports DiCE and J2534 devices. Volvo Car Corporation recommends DiCE for reprogramming.

More information about vehicle communication tools can be found under the **VIDA** tab on Workshop Support Guide (<http://vccs.volvocars.se/wsguide/>).



NOTE

Please note that the vehicle communication tools are not included in the VIDA subscription.

5 SUPPORT AND TRAINING

As a VIDA subscriber you have access to the VIDA support site (Workshop Support Guide) with instructions and news. You will also get access to TIE, a support and reporting system for VIDA users.

5.1 VIDA web-based training

In TIS you can purchase access to Volvo Cars Competence Portal (VCCP). This site will give you the training you need to start working with VIDA. The VIDA web-based training consists of three chapters that will take about 2 hours to go through in total. For VIDA users with administrator role, a separate module on VIDA Admin is available.



NOTE

This course only includes how to use VIDA and VIDA Admin, not specific vehicle repair issues.

The VIDA web-based training is organised in the following order and includes:

- **Chapter 1:**
 - Introduction to VIDA.
- **Chapter 2:**
 - Specify a vehicle profile.
 - Create a work list.
 - Find and add CSC and spare parts to work/part list.
- **Chapter 3:**
 - Vehicle communication, diagnostics and software download
 - Purchase and download software to the vehicle.
 - Advanced fault tracing.
- **VIDA Basic Training - VIDA Administration:**
 - Additional course on working with VIDA Admin, the application used to administer VIDA. This course is intended for users with administrator role.

6 BUY A VIDA SUBSCRIPTION

A VIDA subscription is ordered from TIS <https://tis.volvocars.biz/tis>. The web shop handles payment by credit card. VAT number is required.

6.1 Checklist before ordering

Before you order a VIDA subscription, please make yourself familiar with the content in this document and on Workshop Support Guide.

You should be able to answer the following questions before ordering:

- What kind of subscription set-up would you like to order?
- Do you need a locally installed version of VIDA or do you want to use the online web version?
- For how long will you subscribe to VIDA?
- How many licenses do you plan to order?
- Does your hardware fulfil the VIDA requirements?

7 HISTORY LOG

- 7.1 89EN02**
 Service information is updated with new year models.
 Information regarding software ordering is updated.
 Ordering Information is updated.
 Alphabetic register is added
- 7.2 89EN03**
 Information under Service Information regarding vehicles profiles is updated.
- 7.3 89EN04**
 Information regarding VIDA subscription ordering is updated.
 XC60 and S80L is added.
 Subscription Time Options have been changed.
 CSC has been added for VIDA Basic Training.
 Forms has been added in the information groups list.
 Information about package combinations have been added.
 Time for the login ID and password process has been changed.
 New information where to find web-based training.
- 7.4 89EN05**
 Changed from parts list to work list.
 URL Updated due to Delta project.
- 7.5 89EN06**
 VST has been added to the subscription packages.
- 7.6 89EN07**
 V40 (13-) is added.
 Clarified in chapter *Software download* that independent need to have contact with an authorized Volvo dealer to be able to purchase software.
- 7.7 89EN08**
 Clarified in chapter *Subscription time options* that independents need to wait for the VIDA disc before it is possible for them to use VIDA All-in-one.
- 7.8 89EN09**
 Changed the site name VIDA ISS and related information to Workshop Support Guide, the new support site for independent operators.
 Updated the chapters *Support and training* and *Buy a VIDA Subscription*.

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