



## **VIDA SOFTWARE ORDERING**



HOW INDEPENDENT OPERATORS ORDERS AND DOWNLOADS SOFTWARE TO THE VEHICLE USING VIDA ALL-IN-ONE

# 1 HOW TO ORDER AND DOWNLOAD SOFTWARE TO THE VEHICLE USING VIDA

This describes how independent operators order software in VIDA All-in-one.

When performing a software download as well as electronic diagnostics, activations and quick tests within VIDA, it is imperative that the vehicle's system voltage is maintained between approx. 13.0 V and 14.0 V. Volvo requires the use of the Midtronics PSC 550 when performing SWDLs and during fault tracing. The Midtronics PSC 550 is a constant voltage power supply capable of 55 Amperes max while regulating the voltage to 13.6. The use of this power supply will prevent over voltages during SWDLs and fault tracing. Refer to TNN 30-04 for further information.

1. Connect a DiCE or other J2534 device to the vehicle.
2. Select the communication tool in the Communication tool drop-down list.

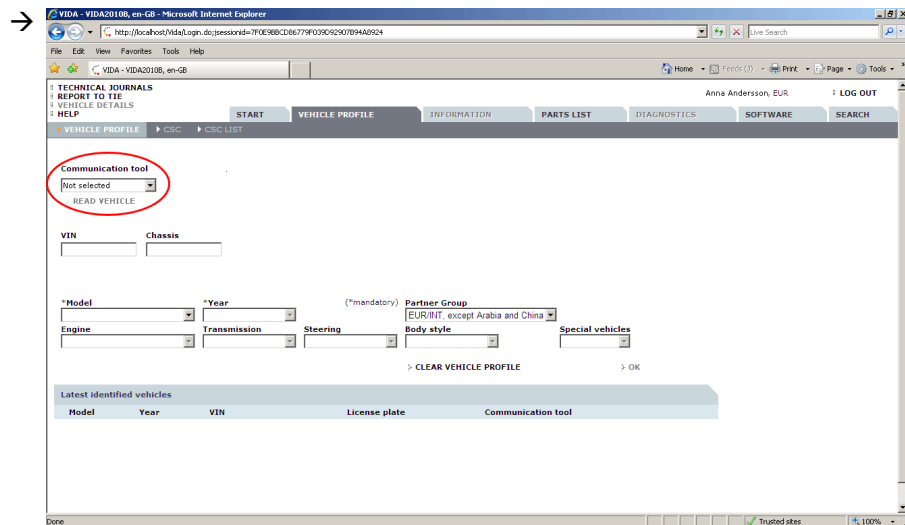


Fig. 1 Communication tool drop-down

3. Fully profile the vehicle by clicking on **READ VEHICLE**.  
→ Fully profiling a vehicle includes; Model, Year, Engine, Transmission, Steering, and Body Style.
4. Click **OK**.

- Before downloading software you must read, fully fault trace and clear all Diagnostic Trouble Codes.

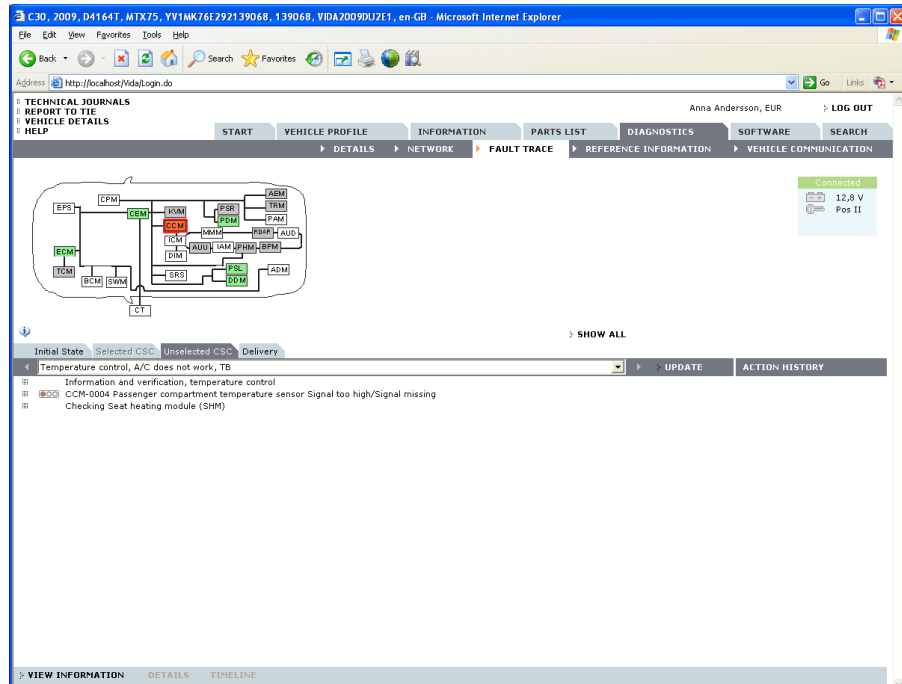


Fig. 2 This page shows a view of the vehicle modules and the Diagnostic Trouble Codes.

To clear Diagnostic Trouble Codes go to the Delivery tab.

- Click on the SOFTWARE tab.
- Enter Order Reference information (Order Reference number is mandatory. We suggest using last 6 of VIN or RO number). This will allow you to match your download with the vehicle you are working on.
- Underneath Software product click on the shaded box with (3) ... to display software available for the vehicle that you have profiled. Highlight the software which you would like to download. Click on ADD.

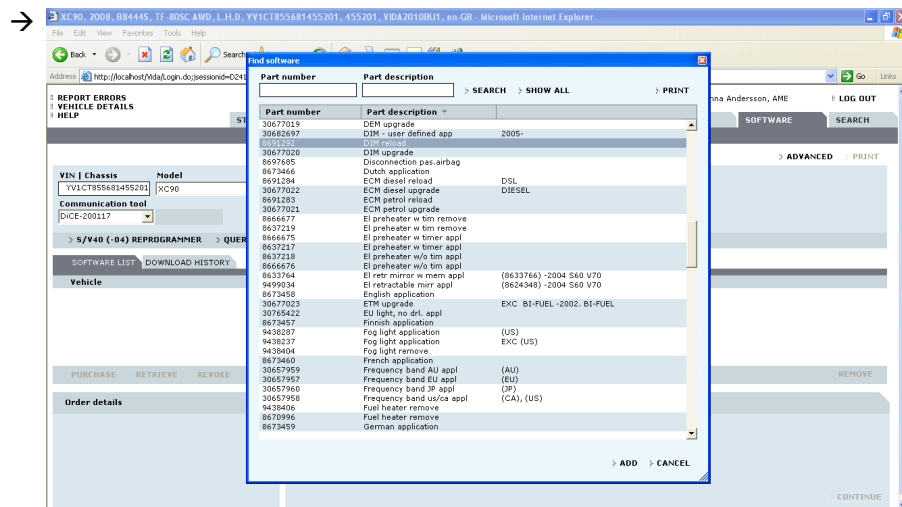


Fig. 3 Software available

9. Click the **PURCHASE** button to purchase the software for download.
  - This will bring up a pop-up redirecting you to [Volvotechinfo.com](http://Volvotechinfo.com) to complete the purchase process.

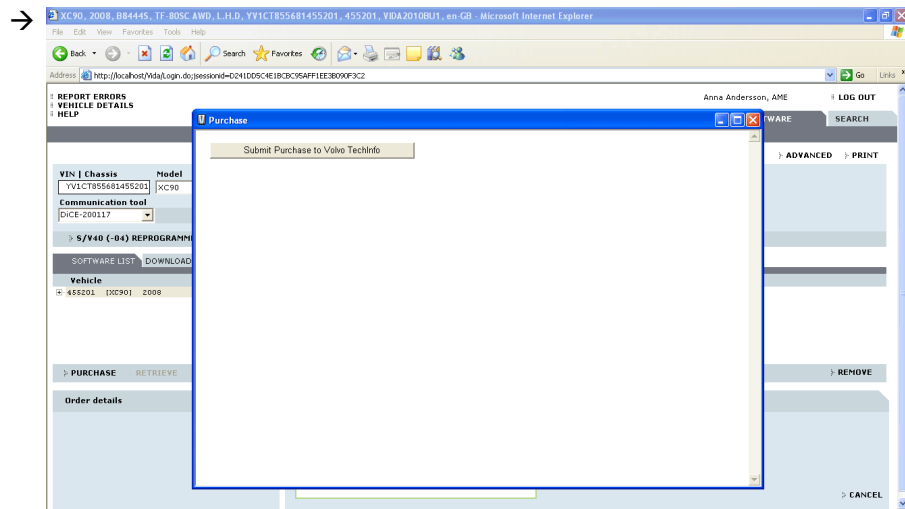
10.



**NOTE**

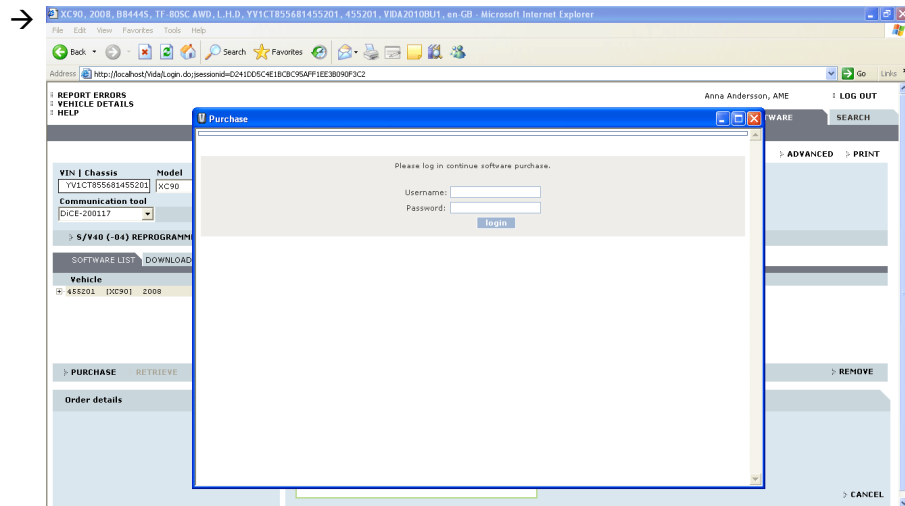
If the **PURCHASE** button does not highlight you will need to return to the **VEHICLE PROFILE** tab and do the following:

1. Click **CLEAR VEHICLE PROFILE**, found on the bottom of the page.
2. Click **READ VEHICLE** (do not select vehicle from the Last Identified Vehicles).
3. Complete vehicle profile.
4. Go back to the **SOFTWARE** tab. The **PURCHASE** button should be now be highlighted. Continue with the purchase.



*Fig. 4 Submit Purchase to Volvo TechInfo*

11. Enter your Volvotechinfo Username and Password.



*Fig. 5 Login window*

- Verify your download purchase, read disclaimer and click I agree (checkout).

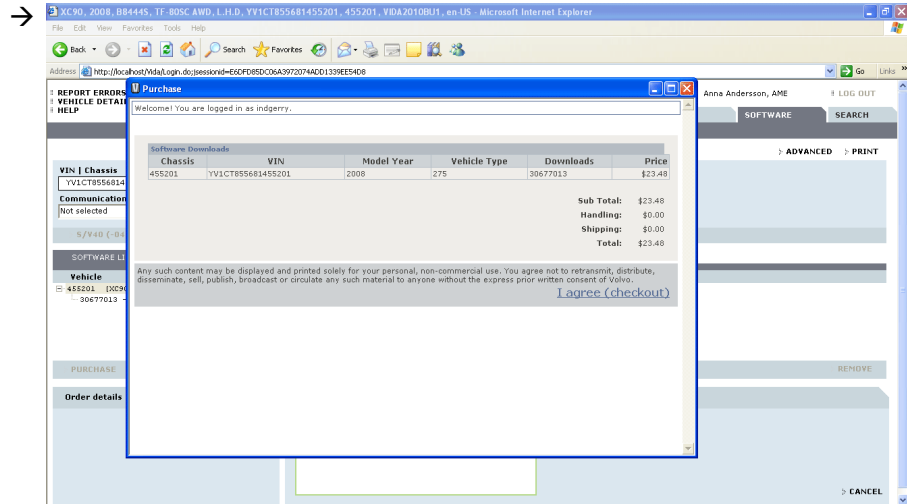


Fig. 6 Logged in

- Enter your Shipping Information. Click Next.

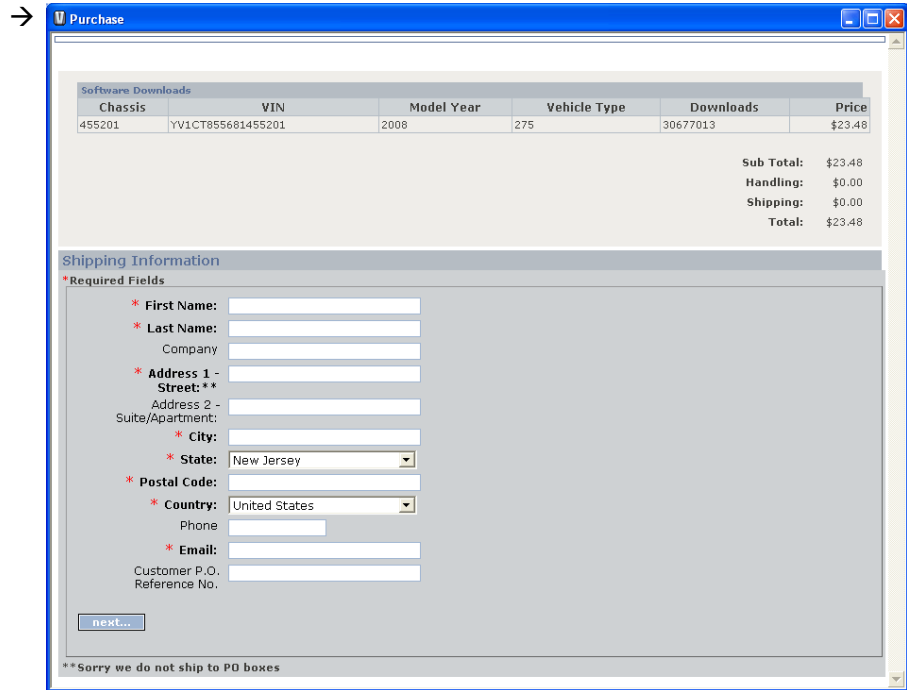


Fig. 7 Shipping Information

- Enter your **Billing Information**. Click **process order**.



**NOTE**

Effective June 1, 2009: **we will be implementing Address Verification Service.**

Address Verification Service (AVS) verifies the address provided by a customer at the time of the credit card transaction.

Having a credit card from a Bank or Institution which support Address Verification Service will be a requirement for making any credit card purchase transactions. AVS is supported by most US banks and some international banks.

If your credit card provider does not support AVS your purchase transaction request will be declined.

The screenshot shows a 'Purchase' window with a table at the top containing vehicle details: Chassis (494151), VIN (YV1SJS27752494151), Model Year (2005), Vehicle Type (285), Downloads (9494717, 9494719), and Price (\$60.00). Below the table is a summary of costs: Sub Total: \$60.00, Handling: \$0.00, Shipping: \$0.00, Total: \$60.00. The main section is 'Billing Information' with fields for First Name, Last Name, Company, Address 1, Address 2, City, State (Alabama), Country (United States), Postal Code, Phone, and Email. Below this is the 'Type of Credit Card' section with radio buttons for Mastercard, Visa, and American Express. It also includes fields for 'Name that is on card', 'Credit Card Number', and 'Expires' (01 January / 2005). A 'process order' button is at the bottom.

Fig. 8 Billing Information

- You will receive your order confirmation stating **Checkout Complete**. You will have to close this window to be able to complete the download through VIDA.

The screenshot shows a 'Purchase' window with an 'Attention!' banner stating 'Your software order is complete! Please close this window to return to VIDA.' Below this is a 'Checkout Complete!' section with a note: '\*An order detail email has been sent to your billing email address for your records.' The window is divided into 'Shipping Information' and 'Billing Information' columns. Shipping details include: First Name (Independent George), Company (volvo), Address 1 (7 volvo drive), City (Rockleigh), State (NJ), Country (US), County (bergen), and Phone. Billing details include: First Name, Last Name, Company, Address 1 (Street), Address 2, Suite/Apartment, City, State (NJ), Country (US), Postal Code (07847), County, and Phone. At the bottom, there is a 'Software Downloads' table with columns for Chassis, VIN, Model Year, Vehicle Type, Downloads, and Price. The table contains one row: Chassis 494151, VIN YV1SJS27752494151, Model Year 2005, Vehicle Type 285, Downloads 9494717, 9494719, Price \$60.00. A cost summary at the very bottom shows Sub Total: \$60.00, Handling: \$0.00, Shipping: \$0.00, Total: \$60.00.

Fig. 9 Software order is complete

16. Once back in VIDA go to the **SOFTWARE** tab and select **QUERY ORDER**.  
→ A dialog will appear.
17. Click **YES**.  
→ A window opens containing a list of placed orders.

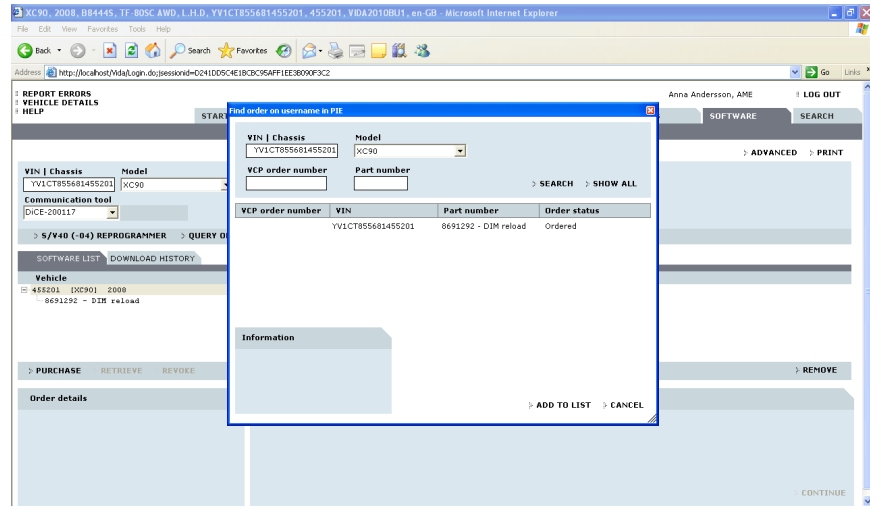


Fig. 10 List of placed orders

18. Highlight the part number to be downloaded and click **ADD TO LIST**.  
The software part number is added to the **SOFTWARE LIST**.

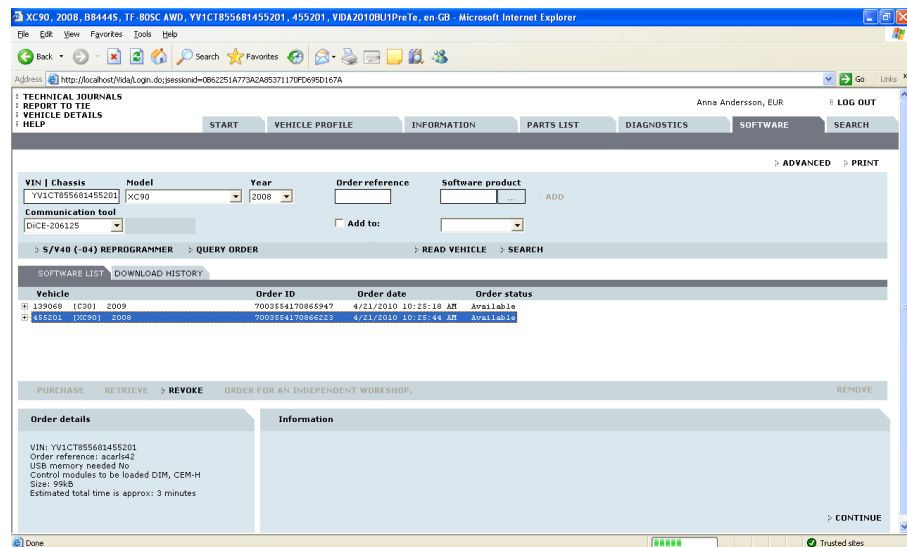


Fig. 11 SOFTWARE LIST



#### NOTE

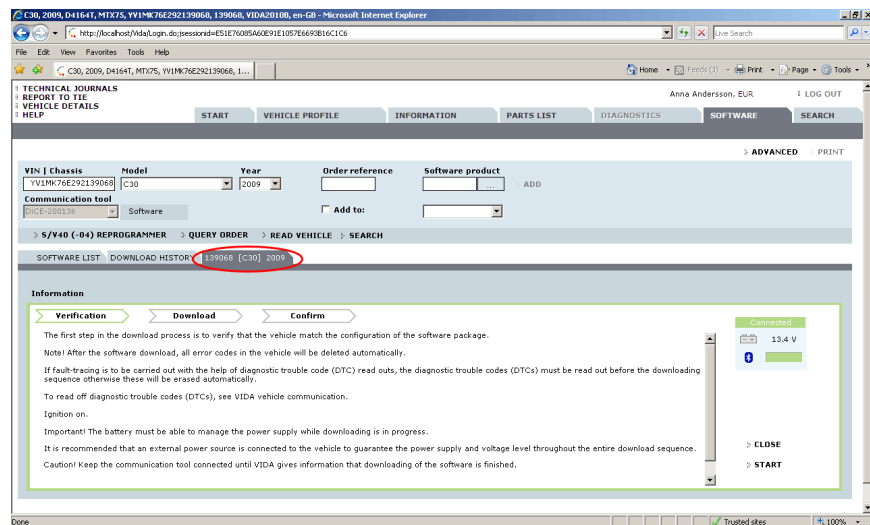
You can remove software from your list by highlighting the part number and clicking **REMOVE**.

19. To activate the download click on **RETRIEVE**. This will allow the computer to read the car and speak with our servers to build the software package to be downloaded.

**NOTE**

Once you have clicked **RETRIEVE** you can click **REVOKE** to cancel the software from becoming downloadable. If this is done you will need to file a help request for credit for revoked software.

20. After the software has been retrieved the **CONTINUE** button will become highlighted. Click on **CONTINUE**.  
→ A unique vehicle download tab for the corresponding vehicle will be created.



*Fig. 12 Unique vehicle download tab for corresponding vehicle*

21. Click **START** to begin the download.

**NOTE**

The following must be fulfilled before the **START** button is enabled:

- The communication tool connected to the vehicle.
- The voltage in the vehicle is above 11 V.
- Bluetooth strength is sufficient (DiCE only).

**NOTE**

In order to prevent VIDA from closing down during a software download, the **LOG OUT** button will become disabled until the download has been completed.



- As soon as a software download has been initiated for a vehicle, another software download can be started from the tab **Software list**, if there is a software package available.

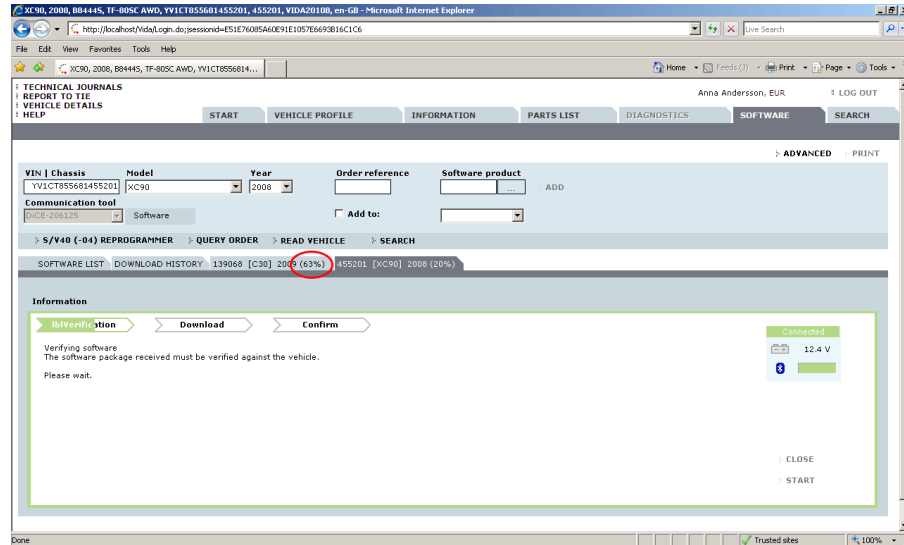


Fig. 13 The vehicle download tabs shows the total progress as a percentage for each vehicle



**NOTE**

Up to three parallel software download sessions can be initiated.

- If as part of the software download, a diagnostic script needs to be executed (e.g. calibration of the Climate Control Module) in a vehicle download tab that is not active, VIDA will highlight, in yellow, the vehicle download tab in question.

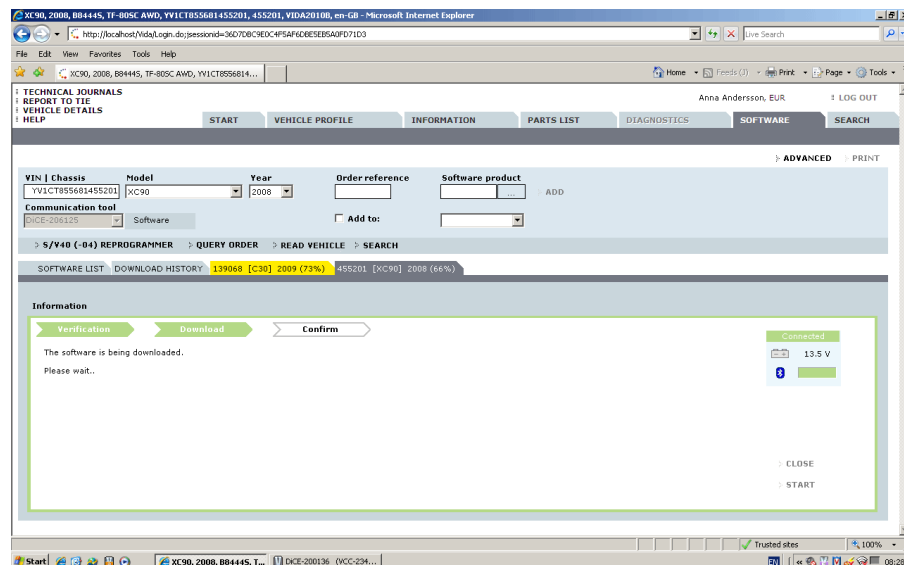


Fig. 14 Vehicle download tab highlighted in yellow

When a highlighted (yellow) vehicle download tab is selected, the diagnostic script will be shown in a "pop-up" so the user can follow the instructions.

24. When the software download sequence has been completed the vehicle download tab will indicate 100%. Vehicle download tabs which are inactive will be highlighted in green.

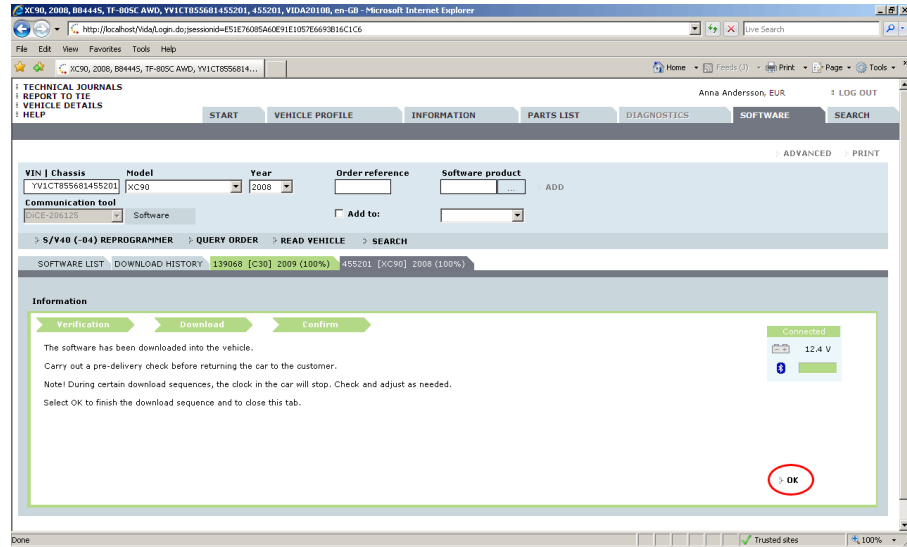


Fig. 15 Vehicle download tab highlighted in green

25. The OK button will close the vehicle download tab. The association between the vehicle and the DiCE will be released so that the DiCE can be used on another vehicle.