Microsoft

Mixed Reality Licensing Guide

June 2020

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Using This Guide

Use this guide to improve your understanding of how to license Dynamics 365 Mixed Reality: Dynamics 365 Remote Assist and Dynamics 365 Guides.

This guide is not intended to influence the choice of Microsoft products and services. The examples presented in this guide are illustrative. Microsoft reserves the right to review or update this document at any time without notice.

This document applies for users with Remote Assist and Guides licenses.

To facilitate understanding of licensing requirements this guide is structured as follows:

1) Brief description of the product
2) Channel Licensing (how to buy)
3) Licensing
4) Use rights
5) Add-ons
6) Notes: Changes
7) Scenario

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft account team or your Dynamics 365 Certified Partner. This guide does not supersede or replace any of the legal documentation covering use rights.

What's new in this licensing guide

This product licensing requirements document was updated to reflect licensing updates as of June 2020.

Description	Change Summary
See Change Log	Page 8

Introduction to Dynamics 365 Mixed Reality

Dynamics 365 Mixed Reality, sometimes referred to as hybrid reality, is the merging of real and virtual worlds to produce new environments and visualizations where physical and digital objects co-exist and interact in real time. The promise of mixed reality is unlocking the three-dimensional, physical world we live in. A technology well suited to enhance creative problem solving, collaboration, and ingenuity abilities. This is made possible by computers with the ability to interact with humans, understand the physical environment, and the context within it.

Dynamics 365 Remote Assist and Microsoft HoloLens devices empowers first-line workers to solve problems faster and more efficiently by working together from different locations the first time. With heads-up, hands-free video calling on HoloLens, first-line workers can collaborate with remote experts on PC or mobile to troubleshoot issues in context.

Dynamics 365 Guides is the mixed reality tool that allows employees to learn by doing with interactive instructions, helping organizations engage employees where and how they work, improve training efficiency, and generate data to improve processes.

How to buy Dynamics Mixed Reality

Licensing Programs

Licensing Programs are channels where you can buy Dynamics 365. You can license Dynamics 365 Remote Assist and Dynamics 365 Guides through Microsoft Volume Licensing, Cloud Solution Provider program (CSP), and/or Web Direct programs. In Volume Licensing, Dynamics 365 Remote Assist and Dynamics 365 Guides are available through:

- Enterprise Agreement (EA)
- Enterprise Agreement Subscription (EAS)
- Service and Cloud Enrollment (SCE)

Additional channels:

- Microsoft Online Government
- Microsoft Online Subscription Program (Web Direct/MOSP)

For more information on Dynamics 365 licensing channels and segment availability, refer to the Product Terms and the Online Service Terms.

Mixing of licenses across different licensing programs on a single tenant is not recommended and could lead to incompatible subscriptions.

Participating in a Volume Licensing program typically involves signing an agreement and/or enrollment, meeting a minimum purchase requirement, and ordering licenses through a Microsoft Reseller. Visit the Microsoft Volume Licensing website to learn more about how to buy through Volume Licensing, find a reseller partner, and more helpful information.

Information about Microsoft HoloLens pricing and options here.

How to License Mixed Reality

Licensing Requirements for Internal Users

Customers must purchase Subscription Licenses (SLs) for their organization or their affiliates' employees and on-site agents, vendors or contractors who directly or indirectly access the Dynamics 365 Remote Assist or Dynamics 365 Guides.

User SL: User SLs are assigned on a "named user" basis, meaning each user requires a separate User SL named user subscription. User SLs cannot be shared, but an individual with a User SL may access the service through multiple devices.

- **Microsoft HoloLens –** To have full capabilities Remote Assist and Guides users are required to purchase Microsoft HoloLens 1, HoloLens 2, or latest version

The User SL grants users non-perpetual rights (with no buy-out rights) to the use of the Remote Assist and Guides services. As long as you are current on your subscription payments and adhere to the Product Terms and the Online Service Terms, you will have access to the most up-to-date version of Microsoft Dynamics 365 Mixed Reality applications.

Licensing Requirements for External Users

External users are not employees, onsite contractors, or onsite agents of the customer or its affiliates (i.e. a separate company, an independent contractor). External users are end customers and third-party users of the organization or its affiliates and do not require SLs to access Dynamics 365. External user access is included with the organization's internal user SLs.

In addition, external users include off-site vendors not on an employee-like relationship with the organization or its affiliates (e.g. IT help desk support vendors serving multiple customer organizations).

However, external user access does not extend to the customer or the customer's affiliate's contractors, vendors, or agents providing business processes on the customer's behalf or using Dynamics 365 to manage any portions of their business (e.g. accounting, payroll, HR, telemarketing, data recording, social media marketing, etc.). In this sense, the customer may not use Dynamics 365 to provide business process outsourcing services to its clients.

Multiplexing

Multiplexing refers to the use of hardware or software that a customer uses to pool connections, reroute information, or reduce the number of devices or users that directly access or use the Dynamics 365 service. Multiplexing does NOT reduce the number of SLs of any type required to access the Dynamics 365 service. Any user or device that accesses the Dynamics 365 service —whether directly or indirectly—must be properly licensed.

Dynamics 365 SLs are required for users or devices that directly input, query, or view data from the Dynamics 365 service. Similarly, Dynamics 365 SLs are required for users or devices that input data into, query, or view data from the Dynamics 365 service through a pooling device. Pooled connections use a non-interactive user account in Dynamics 365 that can access the system but only via the web service layer. Internal users and devices accessing Dynamics 365 data indirectly through a portal or via an API to a separate service such Microsoft Outlook must also be properly licensed, regardless of if they are set up as a Dynamics 365 user in the service, for example:

- Internal users and devices access Dynamics 365 data indirectly through a PowerApps app must still be properly licensed for Remote Assist and Guides
- Any user or device that accesses the service, files, data, or content provided by the service that is made available through an automated process requires a Dynamics 365 Remote Assist SL
- The number of tiers of hardware or software between the Dynamics 365 Remote Assist and the user or devices that ultimately use its data, services, or functionality does not affect the number of SLs required.

For additional information about multiplexing refer to the Microsoft Volume Licensing Brief Multiplexing—Client Access License (CAL) Requirements.

Note: Licensed users may manually rekey information (when coming from non-licensed users) into the Dynamics 365 service. This scenario is not considered multiplexing.

Dynamics 365 Mixed Reality Subscriptions

Dynamics 365 Mixed Reality Applications

Application subscriptions are named user subscriptions where a user is licensed only for one individual application. This is largely how business applications have traditionally been licensed. Dynamics 365 Mixed Reality applications can be licensed by a User SL.

- Dynamics 365 Remote Assist
- Dynamics 365 Guides

Examples of mixed reality users: (examples are provided for illustrative purposes and are not intended to be a licensing requirement nor are the examples all inclusive)

- Users who know things and need to do things in the real world using that knowledge
- Workers on the manufacturing floor who build and create
- Designers who need to model objects in physical form
- Workers on-the-go who need to call in help to solve a customer problem
- Workers everywhere who apply their skill in the physical world, not only for those who do this on screens or at a desk
- Users who bring physical designs from concept to real-life solutions interactively
- Designers who want to walk through proposed layouts in physical space or in virtual reality
- Employees who need to know the tools and parts they need and how to use them
- Users who want to improve training effectiveness

Product Licensing

Dynamics 365 Remote Assist

General information

Licensing	User subscription
Purchase requirements	Microsoft HoloLens (required for headset use) or AR capable iOS or Android device. Apart from the Dynamics 365 Remote Assist user license, the Dynamics 365 Remote Assist user (i.e., front line worker, field worker, technician, etc.) will not need to purchase a separate license for Teams to make or receive calls on Dynamics 365 Remote Assist on HoloLens. The HQ-based Expert assisting the Dynamics 365 Remote Assist user will require a Teams license. For additional information, see How to Buy
Default Capacity	Please refer to Teams licensing for additional details
Application Add-on	NA
Additional Capacity	NA
Product Features	• Works with HoloLens 1 and HoloLens 2 • Works with AR capable Android and iOS mobile devices (phones and tablets) • Mixed reality annotations: 2-way inking and arrow insertion anchored to real world • OneDrive integration, file sharing, and display • Enterprise-level and security: Enterprise AAD authentication and single sign-on • Integration with Dynamics 365 Field Service • Initiate and receive calls using Microsoft Teams • Insert documents (PDF) and images (JPG, PNG, TIFF, and BMP) into their shared view • Share their view of another application by running Remote Assist in the background • Capture mixed reality photos during calls • In-call text chat: Instant messaging • Group calling: Connect with more than 1 expert simultaneously • View and update D365 Field Service work orders

Dynamics 365 Remote Assist users on Microsoft HoloLens can work collaboratively with a colleague (typically an expert in a particular field) during a video call by using Microsoft Teams. The expert can see everything that the Dynamics 365 Remote Assist user sees, and they can holographically draw and annotate together.

Scenario:

A first-line worker is servicing a very complex machine and isn't sure how to solve a problem.

The first-line worker can call an expert anywhere in the world and have the expert assist with the servicing using annotations or files.

Dynamics 365 Guides

General information

Licensing	User subscription
Purchase requirements	• Microsoft HoloLens • Microsoft Windows PC For additional information, see How to Buy
Default Capacity	• Common Data Service Database: 10GB per tenant • Common Data Service File: 20GB per tenant
Application Add-on	NA
Additional Capacity	NA

Product Features	• Works with Microsoft HoloLens 1 and HoloLens 2
	• Pre-loaded with 3D models
	• Enterprise-level and security: Enterprise AAD authentication
	• Supported content formats:
	    ○ 3D models: gITF, GLB, FBX
	    ○ Images: PNG, JPG, JPEG, GIF, TIFF, BMP
	    ○ Videos: MP4, MOV, WMV, MKV, AVI, ASF, M2TS
	• No code authoring allows employees without specialized 3D or programming skills to author guides
	• Tethered instruction cards provide a simple step by step structure with each card linked to where the work gets done to ensure nothing is missed.
	• Hands free gaze control allows workers to use gaze for controlling the interface if they need to be hands free
	• Use images, video or 3D holograms in addition to the instruction cards to show what needs to be done where
	• Automatic media optimization of images and video automatically convert and optimize for HoloLens 1 or HoloLens 2
	• Pre-loaded library of 3D assets like arrows, rings, and hands help you build guides without custom models
	• Custom 3D models in FBX and GLTF format are automatically transcoded to GLB for import
	• Use data to enhance employee performance. Pull performance data into Power BI dashboards, making it easier to identify where instruction is needed; and improve processes
	• Powered by Dynamics 365 and Common Data Service allows partner and customer access and integration

Dynamics 365 Guides is a mixed-reality application for Microsoft HoloLens which enables employees to learn in the flow of work by providing holographic instructions when and where they need them. A series of step-by-step instruction cards with image and video support are visually tethered to the place where the work needs to be done. Additional guidance in the form of holographic models shows what needs to be done where, so workers can get the job done faster, with fewer errors and greater retention of learned skills.

Scenario:

A trainer needs to create guidance for new employee training.

Guides allows anyone to structure and create step-by-step mixed-reality guidance for a task, without the need for specialized 3D or programming skills. Start with the PC authoring tool to capture work processes and create guides—files that include step-by-step instructions with images, video, and 3D holograms

Mixed Reality Add-ons

Subscription add-ons can be purchased at any time and remain a part of the subscription for the remainder of the subscription term.

Microsoft Visio Add-in

Microsoft Visio provides options for automatically changing the layout of the diagram with the Re-Layout Page command, commonly used layouts.

Dynamics 365 Trial and Implementation

Free Trials

Sign-up for a free 90-day trial of:

- Dynamics 365 Remote Assist:
  To make use of this trial period, you will need to install the Dynamics 365 Remote Assist app from the Microsoft store on your HoloLens. Microsoft HoloLens 1, HoloLens 2, or latest version, is the minimum that supports the Remote Assist app. Try Dynamics 365 Remote Assist for free, here.

Sign-up for a 30-day trial of Dynamics 365 Guides. The trial can be extended through a customer's account representative. Try Dynamics 365 Guides for free, here.

Pricing

Dynamics 365 Mixed Reality price lists:

- Dynamics 365 Remote Assist: https://dynamics.microsoft.com/mixed-reality/remote-assist/
- Dynamics 365 Guides: https://dynamics.microsoft.com/mixed-reality/guides/

HoloLens: https://www.microsoft.com/en-us/hololens/buy

Additional Resources

Dynamics 365 Licensing Guide: https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409
Dynamics 365 Pricing and Licensing: https://dynamics.microsoft.com/pricing/
Dynamics 365: https://dynamics.microsoft.com/
Dynamics 365 Support: https://dynamics.microsoft.com/support/plans/

Appendix A: Change Log

Page	Topic	Change	Action	Date
Various pages	Dynamics 365 Layout	Removed	Dynamics 365 Layout SKU retired, core set of features and functionality moved to Guides.	June 2020
9	Service Support	Update	Dynamics 365 Service support paragraph removed, and Support link added to "Additional Resources"	
	Appendix	Removed	Appendix "Licensing channel/segment availability" and Appendix "Support policies" removed	
6	Dynamics 365 Layout Product Features	Update	Import 3D models: Supports the following file formats: FBX, OBJ, STL, PLY and GLTF/GLB	February 2020
5	Dynamics 365 Remote Assist user license	Added	Clarification of Teams license required for Dynamics 365 Remote Assist and HoloLens.	January 2020
8, 10	Dynamics 365 Service Support	Added	Added information about Support Plans and Policies.	
5	Power Automate	Update	Microsoft Flow renamed Power Automate	December 2019
5	Power Apps	Update	PowerApps spelling changed to Power Apps	
5	Remote Assist	Updates	Product features and purchase requirements	October 2019
6	Guides	Added	New capability	