



Mixed Reality Licensing Guide



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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 Layout.

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 Layout 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 May 2019.

Category	Description	Change Summary
General	Mixed Reality Licensing Guide	New document

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 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 Layout is the mixed reality tool that enables employees to design and experience spaces with holograms, helping organizations make better decisions before building out physical models. Dynamics 365 Layout enables businesses to bring physical designs from concept to completion with confidence. Import 3D models to experience room layouts as holograms in the physical world or in virtual reality.

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 Layout through Microsoft Volume Licensing, Cloud Solution Provider program (CSP), and/or Web Direct programs. In Volume Licensing, Dynamics 365 Remote Assist and Dynamics 365 Layout 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 [Appendix A](#).

Mixing of licenses across different licensing programs on a single tenant is not recommended and could lead to incompatible subscriptions. MPSA licenses may be mixed with EA licenses if short term subscriptions are required.

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.

Microsoft HoloLens and Microsoft Visio add-in can be purchased via the Microsoft Online [Store](#).

International Availability

Country, language, and localization availability for Dynamics 365 Mixed Reality is available [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 Layout services.

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 Dynamics 365 Remote Assist and Dynamics 365 Layout users are required to purchase Microsoft HoloLens 1 or latest version

The User SL grants users non-perpetual rights (with no buy-out rights) to the use of the Dynamics 365 Remote Assist and Dynamics 365 Layout 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 PowerApps and Flow.

Subscription duration requirements are determined by the Licensing Program under which a SL is licensed. Short term subscriptions are available exclusively through the MPSA Licensing Program.

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 as 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 Dynamics 365 Remote Assist and Dynamics 365 Layout
- 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 and Dynamics 365 Layout SL
- The number of tiers of hardware or software between the Dynamics 365 Remote Assist or Dynamics 365 Layout service 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 Remote Assist and Dynamics 365 Layout 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 Layout

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

Product Licensing

Dynamics 365 Remote Assist

General information:

Licensing	User subscription
Purchase requirements	Microsoft HoloLens (required for headset use) For additional information, see How to Buy
Default Capacity	NA
Application Add-on	Dynamics 365 for Field Service
Capacity Add-on	NA
Entitlements	<ul style="list-style-type: none"> • Hands-free audio and video calling • Compatible with Microsoft Teams • Mixed reality annotations: 2-way inking and arrow insertion anchored to real world • In-call text chat: Instant messaging • OneDrive integration, file sharing, and display • Enterprise-level and security: Enterprise AAD authentication and single sign-on • Mixed reality streaming • Mixed reality capture • Screen sharing • Automatic volume adjustment: Automatically adjusts based on the noise level of your environment • Integration with Dynamics 365 for Field Service
Use Rights	<ul style="list-style-type: none"> • 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 • Project their desktop screen to HoloLens users' view • View work orders • Call designated experts • View Power BI dashboards linked to 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 Layout

General information:

Licensing	User subscription
Purchase requirements	<ul style="list-style-type: none"> • Microsoft HoloLens, or • Microsoft Windows Mixed Reality-ready PC For additional information, see How to Buy
Default Capacity	NA
Application Add-on	Dynamics 365 Remote Assist application add-ons: <ul style="list-style-type: none"> • Microsoft Visio Add-in For additional information, see How to Buy
Capacity Add-on	NA
Entitlements	<ul style="list-style-type: none"> • Works with Microsoft HoloLens or Windows Mixed Reality headsets • Pre-loaded with 3D models • Enterprise-level and security: Enterprise AAD authentication and single sign-on • Automatic volume adjustment: Automatically adjusts based on the noise level of your environment • Import 3D models: Supports the following file formats: FBX, OBJ, STP, SKP, JT, and GLTF to GLB • Import custom floorplans • Compatible with video streaming applications for easy sharing
Use Rights	<ul style="list-style-type: none"> • Spatial mapping of floors, walls, and ceilings • Drag, drop, resize, rotate, and copy models as 3D holograms: Select and edit multiple models or multiple models at once

Dynamics 365 Layout is used to create and design space layouts on a Microsoft HoloLens or PC, and then use a HoloLens or Windows Mixed Reality-ready immersive headset to place 3D models in the layouts. Dynamics 365 Layout allows users to plan their room layouts, collaborate with others and experience their design with confidence before building. The Dynamics 365 Layout application comes with a set of preinstalled models, and users may also add their own.

Scenario:

User is asked to design a new work space to house new equipment.

Layout enables user to virtually design room layouts as holograms in the physical world or in virtual reality.

Users can share their vision with stakeholders and easily edit layouts in real-world scale before implementing the design.

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, or latest version, is the minimum that supports the Remote Assist app. Try Dynamics 365 Remote Assist for free, [here](#).
- **Dynamics 365 Layout:**
Install the Dynamics 365 Layout HoloLens app and the Import Tool PC app from the Microsoft Store, sign in with an Azure Active Directory (Azure AD) account, and then start using the apps without any obligation or restrictions. Try Dynamics 365 Layout for free, [here](#).

Pricing

Dynamics 365 Mixed Reality price lists:

- Dynamics 365 Remote Assist: <https://dynamics.microsoft.com/en-us/mixed-reality/remote-assist/>
- Dynamics 365 Layout: <https://dynamics.microsoft.com/en-us/mixed-reality/layout/>

Appendix A: Licensing Channel / Segment Availability

License	Channel							Segment				
	EA	EAS	EES	SCE	CSP	MOSP	MPSA	CORP	EDU	GOV	GCC	NFP
Dynamics 365 Remote Assist	•	•		•	•	•	•	•	•	•		
Dynamics 365 Layout	•	•		•	•	•	•	•	•	•		
Microsoft HoloLens						•						
Microsoft Visio Add-in						•						

Appendix B: Change Log

Page	Topic	Change	Action	Date

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