
Tech Live Look Information

TLLI 2503.1

Dynamics 365 Remote Assist User Guide

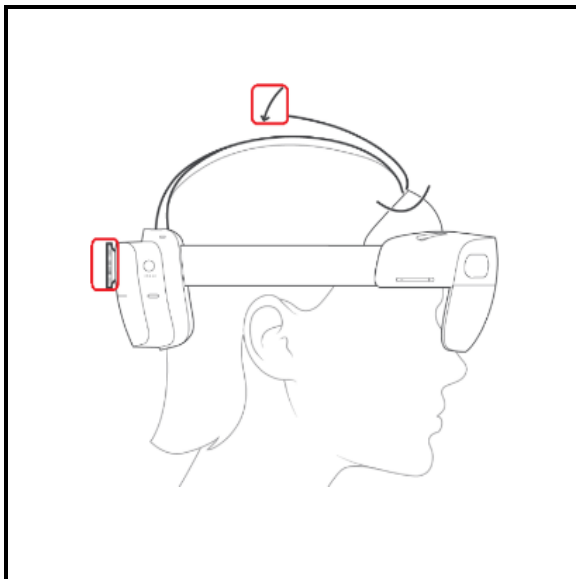
USA Only

Revision: **This bulletin replaces bulletin TLL 2503 dated June 2, 2025**

Vehicle Type: **All Porsche**

Subject: **User Guide for the Dynamics 365 Remote Assist Application**

Information: **The steps below will make you familiar with using the HoloLens 2 and Dynamics 365 Remote Assist to place and receive Tech Live Look support calls.**



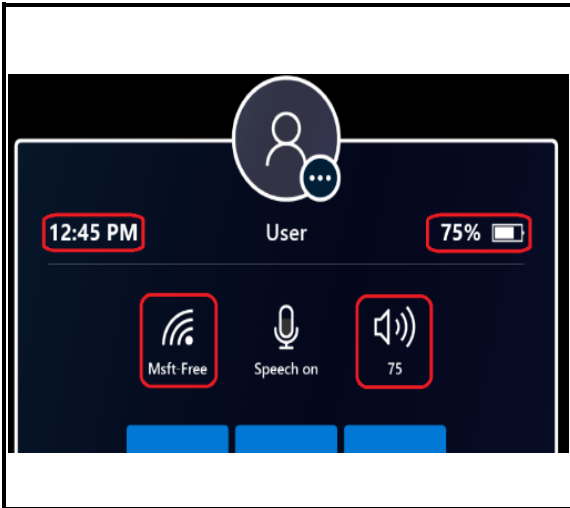
Step 1 – Powering on the device

- Wear the HoloLens 2 as shown. Adjust the top strap and rear-fitting knob for comfort. For the best experience, ensure that the device is level from front to back.
- Press the power button once to wake the device from sleep. Wait approximately 30 seconds to see the PIN unlock screen.



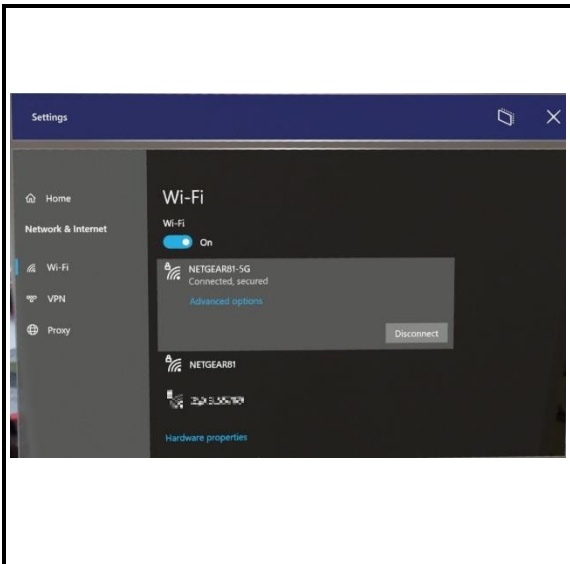
Step 2 – Entering the PIN

- When your HoloLens has booted, a menu will appear asking you to input your PIN code.
 - Using your index finger, select "PIN"
 - Type in your PIN to unlock the device: **8675309**



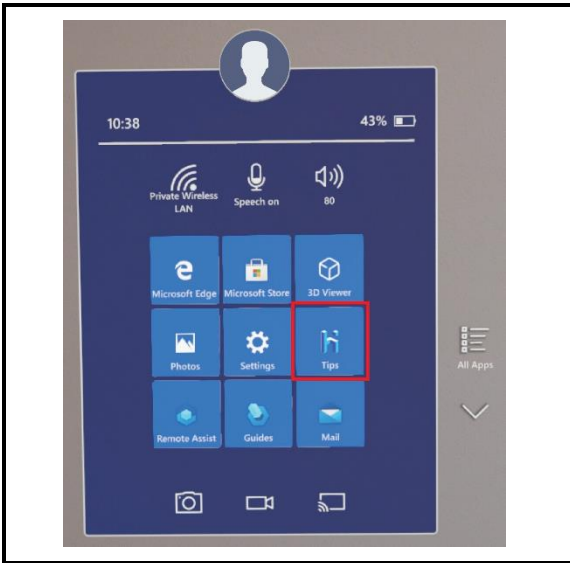
Step 3 – Navigating to Wi-Fi settings

- After entering the PIN, a start menu will appear showing your time of day, Wi-Fi network, volume level, and battery percentage.
- Using your index finger, select the Wi-Fi network (should say "No Internet" upon device arrival)



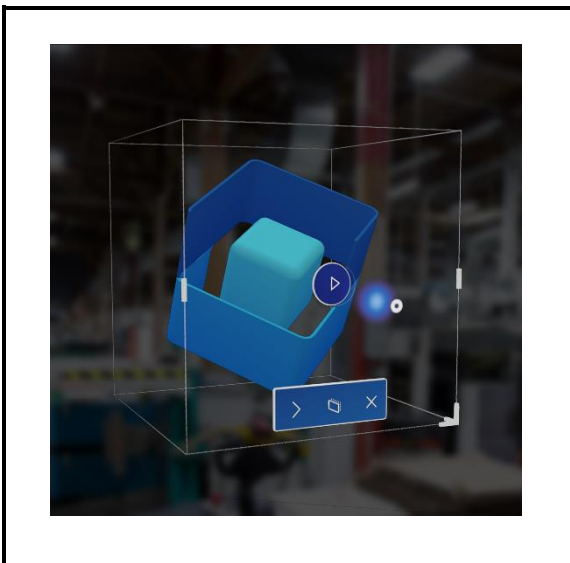
Step 4 – Setting up Wi-Fi Network

- Once inside the Wi-Fi settings page, ensure that Wi-Fi is turned on.
- Select your corresponding network, then select **Connect**
- If you're prompted for a network password, type it and select **Next**
- Click the **X** on the top right corner of the page and return to the **Start Menu** by clicking the Microsoft logo on your wrist.



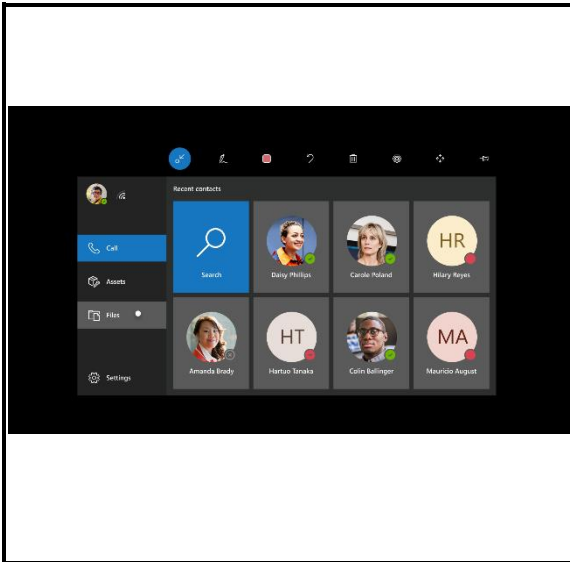
Step 5 – Getting Familiar with HoloLens 2

- From the start menu, select the **Tips** application and press the **Play Button** on the Tips cube that pops up.
- Complete the training for **Hands** within the application. This application will help you get familiar with how to use the HoloLens 2 and touch interface.
- When completed, open the **Start Menu** and exit the immersive app by pressing the **Home Button** on the bottom of the Start Menu



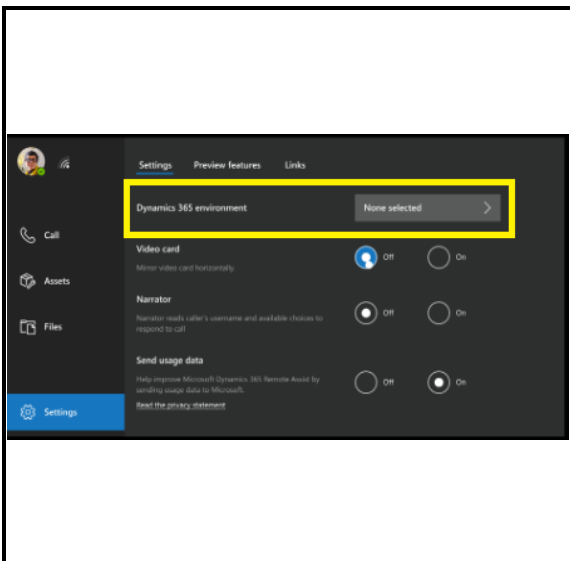
Step 6 – Opening Dynamics 365 Remote Assist

- Open the **Start Menu** and select the **Remote Assist** application, press the **Play Button** on the cube to finish opening the application
- Once launched, you will be prompted to hit the **Sign In** button.
- On your first time opening the application, you may get a series of tutorial hints.



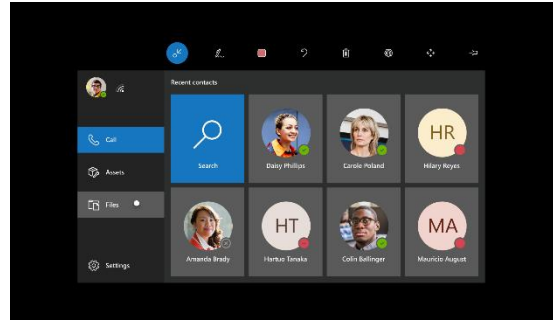
Step 7 – Operating Dynamics 365 Remote Assist

- Once within the Dynamics 365 Remote Assist application, you will see your main menu
- There are four tabs you can select:
 - **Call:** Search for contacts and initiate calls
 - **Assets:** Capture data about physical assets with or without annotations
 - **Files:** Access files from your OneDrive
 - **Settings:** Configure various settings, switch environments, watch tutorials, etc



Step 8 – Verify Correct Environment

- Before initiating a call for the first time, verify you are in the correct environment
- First go to **Settings** and select **Dynamics 365 Environments**
- The correct environment is **TLL-D365_PROD**



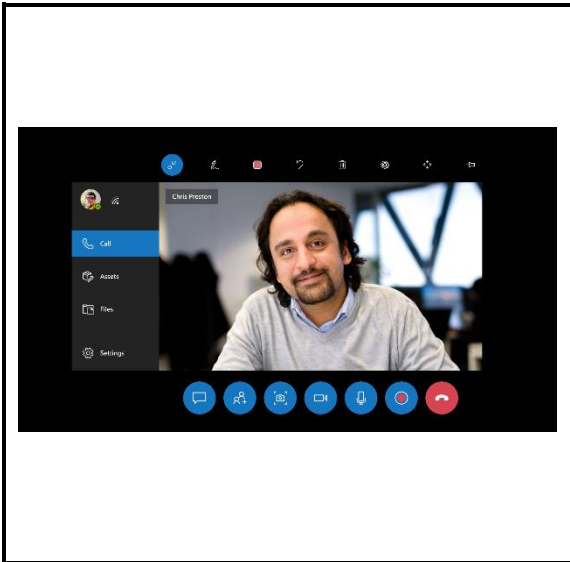
Step 9 – Initiating a Call

- To start a call, select or search for your intended contact from the contacts list in the **Call** tab
- Search for the name of the desired contact and click their profile icon to initiate the call.
- When completed, press the **Red Phone Button** to end the call.








Step 10 – Receiving a Call

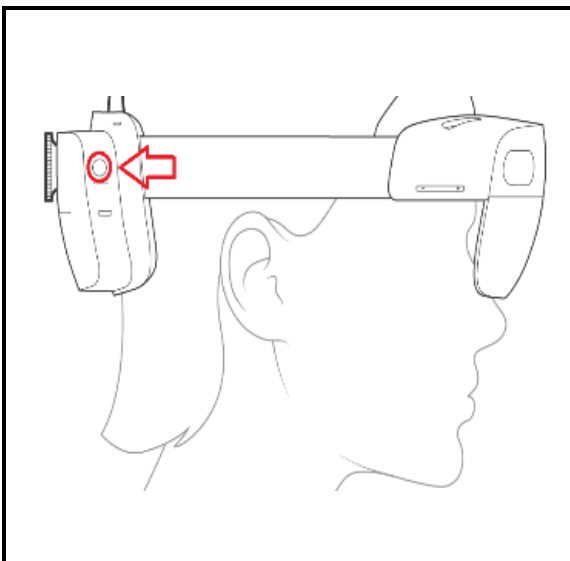
- While working in the Remote Assist application, you can receive a call from an individual, a group, or from a meeting in progress.
- A notification display will pop up and you will select the **Video Icon** to accept the call with your video on, showing the remote collaborators your view.
- When completed, press the **Red Phone Button** to end the call.



Step 11 – Call Tools (Annotations)

- While on a call, you will have the option to use mixed-reality annotations to highlight areas of interest.

Button	Description
	Direct ink (draw). Pinch your index finger and thumb to place ink at the tip of your fingers. Lift your index finger from your thumb to stop placing ink.
	Draw far away. Use your hand rays to place the cursor where you want to start drawing. Air tap, keep your index finger and thumb together, and then start drawing. Release the air tap to stop drawing.
	Change ink color. Select the Color button and then select the color you want. That color will be used the next time that you draw with the Direct ink or Draw far away button.
	Undo the most recent action, including the Erase all action.
	Erase all drawings.



Step 12 – Powering Off & Securing Device

- At the end of use of the device, tap the power button once to return the device to sleep mode.
- Plug in your device to charge and store the device as instructed.
- Your device will automatically lock itself and apply software updates during sleep mode.

Support Process:

If you have any questions regarding this update, please submit a PRMS ticket under **Special Tools** --> **Tech Live Look**

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