



Mercedes-Benz Virtual Remote Support Fact Sheet

What is Microsoft HoloLens 2?

- Microsoft HoloLens 2 is a standalone (untethered) mixed reality device with apps and solutions that enhance collaboration. Users benefit from built-in Microsoft cloud and artificial intelligence services.
- Features include:
 - Four visible light cameras for head tracking
 - Two infrared cameras for eye tracking
 - A time-of-flight depth sensor
 - An inertial measurement unit (IMU)
 - An 8MP stills/video camera
 - A 5-channel mic array and built-in spatial sound speakers
- With Microsoft HoloLens 2, users can see multiple holograms at once through the wide field-of-view display, read text and see intricate details on 3D images more easily and comfortably with industry-leading resolution that minimizes eye fatigue.
- Since the release of Microsoft HoloLens in 2016 we have seen mixed reality transform the way work gets done. With mixed reality, we can understand data in context and simplify workflows to extend our own abilities.
- For frontline workers, it offers an immersive, instinctual and comfortable experience when their hands are occupied by physical tasks. It can help them diagnose a problem with an engine or access step-by-step holographic instructions to assemble a battery, for example.
- [See here](#) for more information.



What is Microsoft Dynamics 365 Remote Assist?

- Microsoft Dynamics 365 Remote Assist is a software solution that enables first-line workers to solve problems in real time using HoloLens, Android, or iOS devices. With Microsoft Dynamics 365 Remote Assist, businesses across all industries have been able to get real-time remote assistance from experts around the world anytime, anywhere while still being able to access and anchor critical work information, documents and files within their physical work environment.
- Microsoft Dynamics 365 Guides with Microsoft HoloLens 2 offers the ability to create step-by-step holographic instructions to use where the work happens. It enhances learning and standardizes processes with visual work instructions that show employees how to use their tools and parts in real work situations.
- [See here](#) for more information.

How is Mercedes-Benz Canada using HoloLens 2 with Remote Virtual Assist?

- While wearing a Microsoft HoloLens 2 device, a Mercedes-Benz dealership service technician can work hands-free to inspect a vehicle.
- Whether they are deciding about body repair or working to solve more complex situations that require a collaborative diagnostic plan, Mercedes-Benz Virtual Remote Support enables technicians at the dealerships to troubleshoot a problem in real time by tapping into the company's vast ecosystem of remote experts located across the globe.
- Remote experts use Microsoft Teams to join a Dynamics 365 Remote Assist call, see what a technician or inspector sees and provide guidance in context.
- Working together in a mixed reality environment, the remote expert can see exactly what the technician is seeing at the dealership. In this immersive experience, they can share intricate 3D images and holograms, see where changes need to be made, annotate the visual information, add documents, and insert instructions to highlight which areas to focus on.

