Remote Support

Most of the microscopes are equipped with a remote desktop solution, sound capabilities, a microphone and an audio/text messenger. To launch the audio/text messenger, click on the blue microphone icon on the desktop or task bar.

An acronym of the microscope serves as user name. The messenger has a public channel, from which text messages can be sent to all other connected users. By clicking on the private channel of a microscope, users can enter a private chat room, in which only the user and facility staff can either send text messages or talk via the microphone.

User CD7 (for Zeiss Celldiscoverer 7) in the public channel (left) or in the private chat room (right).

For privacy, users can disable the microphone by clicking on the microphone symbol in the taskbar or by powering off the microphone itself with the button on its stand: