# *Flying over Atoms*

## Troubleshooting

If you experience any difficulty using *JCE Software* Special Issue 19, Flying over Atoms, first verify that you have the minimum hardware and software required to run the program(s) in question. Second, consult the relevant section of this document.

## Compatible Browsers

Flying over Atoms has been tested and found to work properly with the following WWW browser applications:

Netscape Navigator, versions 2.02 through 4.05.
Version 3.01 or higher is recommended.

Microsoft Internet Explorer, versions: 3.01 through 4.0.1.

## Potential Problems

**Problem:** Movies do not open in the Browser.

**Cause:** QuickTime and the  QuickTime plug-in are required to view movies. If it is not present, the movie will not open.

**Solution:** Install QuickTime and the QuickTime plug-in according to the instructions in the Read Me First! (Mac OS) or README.WRI (Windows) file.

**Problem:** I cannot find Vistapro on the Flying over Atoms CD.

**Cause:** Vistapro is not included in Special Issue 19.

**Solution:** You must purchase a copy of Vistapro (see below).

## Frequently Asked Questions

**Where can I get a copy of Vistapro so that I can fly over atoms?**

Versions are available for Mac OS, Windows, and DOS. Vistapro can be ordered from the publisher for $69.95 (see address below), and is also available from many retail software vendors.

Rom Tech, Inc.
2000 Cabot Blvd., Suite 110
Langhorne, PA 19047
phone: 1-215-750-6606;
WWW:  http://www.romt.com/.

**What settings should I use in Vistapro to produce the best results?**

This information is given in the introduction to Flying over Atoms (FOAINTRO.HTM in the HTML folder) and in the Vistapro lesson ([LESSON.PDF](LESSON.PDF) in the DOCS folder).

**I am not sure what I am looking at when I examine the surfaces. How are the images obtained? What do the bumps and ridges, etc. mean? What should I be looking for?**

An Introduction to Scanning Tunneling Microscopy is included on the Flying over Atoms CD (see IntroSTM.HTM in the IntroSTM folder inside the HTML folder). This document explains how the images were obtained and what the overall features of the images represent.

The HTML files for each surface include descriptions of interesting features that you can look for in viewing the still images, QuickTime movies, or exploring the surfaces with Vistapro.

## Problem Reports

If your problem is not addressed in this file or in the program documentation and all required hardware and software are present and in working order, contact the *JCE Software* office for technical assistance. For quickest response, call, send a FAX, or an email message. See the Technical Support document, [SUPPORT.PDF](SUPPORT.PDF) for further information.