

**AUTHOR'S KIT FOR THE INTERNATIONAL ELECTRON  
DEVICES MEETING**

**December 7-9, 2009, Hilton Baltimore, Baltimore, MD**

Papers presented at the conference will be printed in the IEDM Technical Digest and on the CD-ROM, which will be available to registrants at the meeting. Enclosed is a kit to assist in the preparation of your paper. The kit consists of:

1. An Author's Guide
2. Sample of a page
3. Speaker Information Guide
4. Audio/Visual Information
5. Criteria and procedures for Student Author Travel reimbursement and registration fee
6. CD-ROM Instructions

Your complete paper must occupy no more than *four* pages including abstract. *Papers, which exceed this length, will only have the first 4 pages printed.* Each page can contain about 700 words and two illustrations (assuming each illustration is two-column format). A page could contain as many as six illustrations *if* they are sized accordingly.

When preparing the final pages, please follow carefully the instructions in the attached Author's Guide. To ensure adequate reproduction a high contrast black type white background original is required. Please be sure that all illustrations are of the highest quality.

**Your completed paper must be mailed *to reach* the IEDM office by September 21, 2009. Please remember that your manuscript must be camera-ready; it will be photographed and printed as it is received.**

You should mail your manuscript to:

**IEDM  
1983 Laurel Valley Place  
Montgomery Village, MD 20886 USA  
Tel: 301-527-0900 ext. 2  
Fax: 301-527-0994**

Your copyright form will be uploaded to the same site as your final paper for inclusion on the CD-ROM. Please see CD-ROM instructions attached. Publication in the Technical Digest of the IEDM in no way precludes later publication elsewhere of a fuller account of your work.

**IMPORTANT NOTICE**

Receipt of your contribution to this Conference together with the copyright form constitutes release for open publication, and no cancellation of such release is permissible.

If your contribution is not 100% completely releasable, **DO NOT SEND IT IN**; however, please advise us in writing of the status of your contribution, including its length and the number of photographs or other artwork to be inserted.

**IEDM CANCELLATION POLICY**

The IEDM Program Committee views as an unprofessional practice the arbitrary withdrawal of a paper once it has been submitted by the author, accepted by the Program Committee, and widely announced in the Advance Program. Withdrawal of a paper or failure to present a paper at the Conference after the Advance Program is distributed jeopardizes both the IEDM's credibility and the author's professional reputation.

## **ATTENTION SPEAKERS**

There will be a short "Question and Answer" period immediately following each session. We feel this will give the participants the opportunity to speak with the author of a paper in more detail than has been allowed in the past.

We ask that each speaker remain in his/her session for 15 minutes and make themselves available to the attendees in that session. If you have left your session to hear another paper, we would appreciate it if you would return to your session so you can answer any questions pertaining to your presentation.

The Conference Committee feels that this procedure at the IEDM further stimulates and facilitates the exchange of information at the Conference.

# AUTHOR'S GUIDE: Preparation of Papers in Two-Column Format for the IEDM

Center the Paper Title Here  
Center the Authors Names Here

Center the Affiliations Here  
Center the City, State, and Country Here  
(it is your option if you want your entire address listed)

## Abstract

The abstract is a brief (50 - 80 words) synopsis of your 4-page paper. Its use is to provide a quick outline of your presentation, giving the reader an overview of the research. This is an important aspect of your paper as it is this description that may attract the reader to continue and finish your full report.

## Introduction

These instructions give you basic guidelines for preparing camera-ready (CR) papers for the IEDM Conference. The instructions assume that you have computer desktop publishing equipment with several fonts.

Your goal is to simulate, as closely as possible, the usual appearance of published papers in the IEDM Technical Digest. These instructions have been prepared in the preferred format.

## How to Format the Page

### A. Full-Size Camera-Ready (CR) Copy

Prepare your camera-ready paper in full-size format, on paper 8 1/2" x 11" (21.5 cm x 27.9 cm). If you are using A4 (metric) size paper, please cut the paper length to 28 cm before you print the text.

### B. Fonts

The best results will be obtained if you follow the font sizes specified in Table I as best you can. As an aid to gauging font size, 1 point is about 0.35 mm. Use a serif font such as Times or Dutch Roman.

TABLE I  
FONT SIZES FOR CAMERA-READY PAPERS

Font	Bold	Italic	Text
10 pt.			Main Text, Authors Affiliations
10 pt.	Yes		Headings, i.e., <b>Abstract</b>
12 pt.			Authors' names
14 pt.	Yes		Paper Title
10 pt.		Yes	Subheadings, i.e., <i>Fonts</i>
8 pt.			Section titles, references, tables table names, table captions, figure captions, footnotes, sub- and superscripts

### C. Format

In formatting your paper, set top and bottom margins to 1 inch (25mm) and left and right margins to 0.7 inches (18 mm). If you are using A4 paper, set the right margin to 12 mm. The column width is 3.45 inches (88 mm) with 0.2 inches (5 mm) space between the two columns.

You should left- and right-justify your columns. On the last page of your paper, try to adjust the lengths of the two columns so that they are the same. Use automatic hyphenation if you have it. Don't forget to check spelling.

**Number each of your submitted pages at the top, right corner, in light blue pencil.**

## Illustrations

Position figures and tables at the tops and bottoms of columns if possible. Large figures and tables may span both columns. Figure captions should be below the figures; table captions should be above the tables. Try to place the figures and tables after their first mention in the text. Use the abbreviation (e.g., "Fig. 1") even at the beginning of a sentence.

All halftone illustrations (pictures/photographs) should be clear black and white prints. Do not use photocopies. These illustrations should be furnished within the copy. Make certain to include a caption in the paper for the illustration as well as to label the illustration on the back.

## Helpful Hints

### A. References

List and number all references at the end of the paper. When referring to them in the text, type the corresponding reference number in parentheses as shown at the end of this sentence (1). Number the citations consecutively. The sentence punctuation follows the parentheses. Do not use "Ref. (3)" or "reference (3)" except at the beginning of a sentence.

Number the footnotes separately in superscripts<sup>1</sup>. Place the actual footnote at the bottom of the column in which it is cited. Do not put footnotes in the reference list.

Give all authors' names; do not use "et al." unless there are six authors or more. Papers that have not been published, even if they have been submitted for publication, should be cited as "unpublished" (10). Papers that have been accepted for publication should be cited as "in press" (11). Capitalize only the first word in a paper title, except for proper nouns and element symbols.

For papers published in translation journals, please give the English citation first, followed by the original foreign-language citation. (12).

### B. Abbreviations and Acronyms

Define abbreviations and acronyms the first time they are used. Acronyms such as MOSFET, ac and dc do not have to be defined. Redefine acronyms when first used in the text even if they have been defined in the abstract.

### C. Equations

Number equations consecutively with equation numbers in parentheses flush with the right margin, as in (1). To make your equations more complex, you may use the solidus (/), the exp function, or appropriate exponents. Italicize Roman symbols for quantities and variables, but not Greek symbols. Use a long

dash rather than a hyphen for a minus sign. Use parentheses to avoid ambiguities in denominators. Punctuate equations with commas or periods when they are part of a sentence, like this,

$$\int_0^r F(r, \phi) dr d\phi = [\sigma r^2 / (2 \mu_0)]$$

$$\int_0^\infty \exp(-\lambda |z_j - z_i|) \lambda^{-1} J_1(\lambda r) J_0(\lambda r) d\lambda. \quad (1)$$

Be sure that the symbols in your equation have been defined before the equation appears or immediately following. When you refer to equations in the text, refer to (1). Do not use "Eq. (1)" or "Equation (1)" except at the beginning of a sentence: Equation (1) is used...

### D. Other Recommendations

Use either one or two spaces between sections, and between text and tables or figures, to manipulate the column length. Use two spaces after periods at the end of sentences (full stops).

## References

- (1) G. Eason, B. Noble, and I.N. Sneddon, "On certain integrals of Lipschitz Hankel type involving products of Bessel functions," *Phil. Trans. Roy. Soc. London*, vol. A247, pp. 529-551, April 1955.
- (2) J. Clerk Maxwell, *A Treatise on Electricity and Magnetism*, 3rd ed., Vol. 2, Oxford: Clarendon Press, 1892, pp. 68-73.
- (3) I.S. Jacobs and C.P. Bean, "Fine particles, thin films and exchange anisotropy," in *Magnetism*, Vol. III, G. T. Rado and H. Suhl, Eds., New York: Academic Press, 1963, pp. 271-350.
- (10) M. Smith, "Title of paper optional here," unpublished.
- (11) K. Rose, "Title of paper with only first word capitalized," in press.
- (12) Y. Yorozu, M. Hirano, K. Oka, and Y. Tagawa, "Electron spectroscopy studies on magneto-optical media and plastic substrate interface," *IEEE Trans. J. Magn. Japan*, vol. 2, pp. 740-741, August 1987 [*Digests 9th Annual conf. Magn. Japan*, p. 3012, 1982]

INTERNATIONAL ELECTRON DEVICES MEETING

Student Travel Expense Form

The International Electron Devices Meeting will provide limited travel assistance and reimbursement of student registration fee to students presenting papers at the IEDM. To qualify for this assistance the student MUST have requested assistance when his/her paper was submitted for review and be unable to attend the conference, if financial assistance is unavailable. THE CONFERENCE WILL NOT REIMBURSE THE STUDENT FOR HOTEL, FOOD OR GROUND TRANSPORTATION EXPENSES INCURRED WHILE ATTENDING THE IEDM.

Reimbursement of airfare will be based on economy coach seating. Students are asked to make travel arrangements in advance to qualify for Supersaver or other discount fares. Reimbursement of rail fares will be based on economy coach seating and auto will be reimbursed according to U.S. Government Travel Regulations of .36¢ a mile.

The student requesting travel and registration assistance will be notified after the paper selection meeting as to the amount of assistance available to him/her. If you are selected for assistance, after the conference, fill in the form below and return it to Phyllis Mahoney for reimbursement.

-----  
NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_  
\_\_\_\_\_ ZIP CODE \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

1.	TRAVEL EXPENSES	
	AIR (attach coupon)	\$ _____
	RAIL (attach coupon)	\$ _____
	AUTO (roundtrip mileage of _____ @ .36¢/mile)	\$ _____
	TOTAL TRAVEL	\$ _____
2.	CONFERENCE REGISTRATION FEE	\$ _____
	TOTAL AMOUNT OWED	\$ _____

\_\_\_\_\_  
*Signed (Student)* *Date*

\_\_\_\_\_  
*Signed (Advisor)* *Date*

RETURN TO: IEDM  
19803 Laurel Valley Place  
Montgomery Village, MD 20886 USA  
Tel: 301-527-0900 ext. 2  
Fax: 301-527-0994

## STUDENT AUTHOR TRAVEL REIMBURSEMENT

Subject to the eligibility criteria, student authors will be reimbursed for their transportation costs from their university to IEDM and return, and for their registration fee.

### *Eligibility Criteria:*

1. Student must be enrolled in a degree-granting educational program at an accredited university on the date of the conference.
2. Student must give an oral presentation of the paper at the IEDM.
3. Student must have requested travel assistance when his/her first abstract was submitted for review by the Technical Conference Committee.

### *Procedure for Reimbursement:*

1. Student requests travel reimbursement when submitting his/her first abstract for review by the Technical Conference Committee.
2. The General Chair of IEDM will establish the cost of travel from the student's university to the conference and will contact the student informing him of his eligibility and the amount of travel support to which he is entitled. The student, or his supervisor, will be asked to provide evidence that the money will be used for the purpose intended (e.g., a copy of an invoice for ticket purchase or copy of ticket after the conference).
3. The student must submit the Travel Expense Report Form along with receipts to the General Chair. A check will then be sent to the student reimbursing him/her for travel to and from the conference and their conference registration.

# SPEAKER INFORMATION GUIDE

## REQUIREMENTS FOR PRESENTING YOUR TALK AT IEDM 2009

### Regular Paper Presentation

ATTENTION: Since your name appeared first on the submitted manuscript or you requested to be the contact person, we addressed this acceptance letter and Presentation Kit to you. In the event you do not plan to present this paper, please pass this material on to the actual speaker immediately and notify Phyllis Mahoney of the change in contact information immediately:

**Conference Office Address:** Phyllis Mahoney  
IEDM  
19803 Laurel Valley Place  
Montgomery Village, MD 20886 USA  
Tel: 301-527-0900 ext. 2  
Fax: 301-527-0994

### Audio/Visual Needs - Overview

**Electronic projection** is required for all technical papers.

- The projection medium is either **Powerpoint** or **PDF** (Adobe Acrobat 6.0). IBM PC versions ONLY.
- **NO 35MM SLIDE** PROJECTORS WILL BE AVAILABLE.

When preparing your electronic presentation, carefully follow the instructions in this document. We also urge you to use the template on the IEDM web (<http://www.ieee.org/conference/iedm>); follow the links to "PowerPoint Presentation Template". Following these instructions is critical to the preparation of your presentation.

**Please bring an electronic copy of your presentation to the IEDM.** You may use a CDROM, or USB Flash Drive.

**Uploading:** At least one day prior to your session, you are required to go to the Speaker Presentation Room to upload your presentation to the IEDM computer. No uploading of presentations will be permitted the day of a session. Extra computers will be set up in the Speaker Preparation Room so authors can preview but not change their presentations.

**Confidentiality:** The content of electronic presentations is assumed to be placed in the public domain at time of the IEDM. However, we will make reasonable attempts to delete all electronic files from IEDM computers after the presentations are completed. The IEDM will not publish or distribute the presentation material.

### PREPARING YOUR PRESENTATION

Read these instructions carefully and completely. Your audience is accustomed to presentations that rely on visual aids. Consequently, they expect material that is readable from all seats in the room. The following information will assist you in preparing your visuals and meeting the standards of quality expected by the Conference Committee and audience.

**PowerPoint Presentation Template:** Obtain a copy of the IEDM presentation template (<http://www.ieee.org/conference/iedm>), follow the links to "PowerPoint Presentation Template"). The template file contains suitable colors and fonts, as well as examples of good and bad techniques. Even if you do not plan to use PowerPoint, carefully review the information in the PowerPoint template.

**Use of animation is discouraged.** Animation may only be used for its unique ability to show the evolution of a process over time. If you plan to use animation, you **MUST** have prior approval from your Session Chair. Once you have received approval, IEDM encourages the use of MPEG file format. The conference cannot guarantee that other formats will work correctly.

### **Suggestions for a good presentation:**

1. Briefly outline your talk and what will be covered.
2. Define your problem. What led to your work? What were your objectives?
3. Use your presentation to visualize the essential points of your talk. Be selective.
4. Keep concepts as simple as possible and limit each page to one main idea.
5. Use several simple figures rather than one complicated one, especially if you plan to discuss it at length.
6. Make a clear conclusion. Suggest potential applications.
7. Rehearse your talk aloud with a private audience. Practice with your final electronic presentation.

## Presentation Preparation Instructions

- Page set-up: Images must be sized for 8-1/2" x 11" paper. (Click on "File", "Page Set-Up", click on arrow for "Slides Sized For" and pick "Letter Paper: 8-1/2X11"). **DO NOT size for A4 or 35mm slide.**
- Leave 1/2" or 1cm margin on all four sides.
- All pages should be in a horizontal format, not vertical.
- No logos are permitted except on the title page.
- High contrast is important. Use white, or yellow text only on a medium blue background.
- Use Arial Bold font. Do not use fonts smaller than 24 point.
- For pages with text only, use no more than 30 words and no more than 6 lines, double-spaced per slide.
- For illustrations, make all lines, numbers, and captions of sufficient thickness and size so that they are projected clearly. Again, use Arial Bold font and do not use fonts smaller than 24 point.
- Often graphical data that are imported from another application have inadequate line width and font size to be useful. If necessary, re-draw the material using native PowerPoint graphics.
- Use duplicate copies of a page if you need to refer to it at different times in your presentation. Do not rely on moving back to previously shown pages.
- Save your presentation using a file name with the pattern "S-P\_author\_n.ppt" (or .pdf) where S is the Session Number (number before the period, see acceptance letter), P is the Paper Number (number after the period, see acceptance letter). Author is your last name and n is the version number of your file.  
Sample file name: 5-3\_smith\_1.ppt.
- Embed true type fonts in PowerPoint files:  
To embed fonts, click on "File", "Save As", "Tools", "Embed True Type Fonts" or, click on "File", "Save As" and check "Embed True Type"

## UPLOADING YOUR PRESENTATION

Bring an electronic copy of your presentation to the IEDM. You may use a CDROM, or USB Flash Drive.

**Speaker Preparation Room:** In order to assure the proper handling of your audiovisual material, please deliver it to the Speaker Preparation Room, **at least one day prior** to your presentation. The Speaker Preparation Room, at the Hilton Baltimore will be open as follows (location will be announced in the Advance Program). **Speakers are only allowed access to this room during these hours due to equipment security requirements.**

Saturday, December 5	5:00 p.m. - 7:00 p.m.
Sunday, December 6	8:00 a.m. - 5:00 p.m.
Monday, December 7	8:00 a.m. - 5:00 p.m.
Tuesday, December 8	8:00 a.m. - 5:00 p.m.
Wednesday, December 9	8:00 a.m. - 12:00 p.m.

## PRESENTING YOUR PAPER

Report to the room assigned to your presentation 30 minutes before the session begins. Your Session Chair will instruct you on use of the microphone and the controls to advance the images in your presentation.

You will have a laser pointer to direct the audience's attention to a particular area of an image during your presentation. Please observe proper etiquette with this pointer: do not turn it on when it is not needed. When it is needed, please point carefully to the area of interest rather than wave it carelessly across the screen.

The audience will have microphones available for the question-and-answer period. However, if a question is inaudible to everyone in the room, please repeat the question yourself before answering it. If there is difficulty understanding a question due to a language barrier, please ask your session chair for assistance.

**Time Allowed for Presentation: Regular papers are allotted 20 minutes, with an additional 5 minutes for a question-and-answer period following each talk. Late news papers are allotted 10 minutes, with a 5 minute question-and-answer period. The Session Chairperson will introduce the speakers and will moderate the question-and-answer period.**

# **Preparing and Submitting Electronic Files for the International Electron Devices Meeting**

**Conference Specific Information**

**Process Overview**

**Supported Browsers**

**Creating a User Account**

**Uploading Files**

**Acceptable File Formats/Recommended Fonts**

**Reviewing your PDF**

**Assigning Status to your PDF**

**Submitting your IEEE Electronic Copyright Form**

## I. Conference Specific Information

<b>Conference ID:</b>	<b>IEDM09</b>
<b>Conference Dates:</b>	<i>December 7-9, 2009</i> <i>Hilton Baltimore</i> <i>Baltimore, MD</i>
<b>File Submission URL:</b>	<a href="http://www.submitpapers.com">www.submitpapers.com</a>
<b>Site Opens for submissions:</b>	<b>August 10, 2009</b>
<b>Author Deadline for submissions:</b>	<b>September 21, 2009</b>
<b>IEEE Electronic Copyright Forms submitted by:</b>	<b>September 21, 2009</b>
<b>File Naming Convention:</b>	<i>Use your Session number and Paper number.</i> <i>Example: s2p4.doc</i> <i>(see your acceptance letter for assigned cd-rom name)</i>

## II. Process Overview

Author Paper Submission Steps:

- Step 1) Author goes to the *File Submission* website [www.submitpapers.com](http://www.submitpapers.com)
- Step 2) Author creates an account using Conference ID, email address, and a password of choice. Note: Authors who have an account from past conferences may use the same account by using the same email address and **password**.
- Step 3) Author uploads their source file(s).
- Step 4) Author is notified via email that their file was received.
- Step 5) Source file(s) are converted to PDF.
- Step 6) Author is notified via email, with the PDF as an attachment, that their paper was converted and available for review and approval.
- Step 7) Author reviews PDF online and in print for correctness.
- Step 8) Author returns to the *File Submission* website to approve the PDF and reviews the Paper Title, Author and Affiliation information.
- Step 9) Author is sent confirmation via email that the PDF has been approved.
- Step 10) If revisions are needed, author must delete PID and create a new one.
- Step 11) Author submits copyright to the IEEE eCopyright online service. The IEEE eCopyright service sends a confirmation email to the Author.

## III. Supported Browsers

The following browsers are recommended:

- Microsoft® Internet Explorer
- Firefox®
- Safari®

## IV. Creating a User Account

First, click on "New Users – Click Here" Next, fill in your:

- Conference ID ([IEDM09](#))
- Email Address
- A password of your choice

After the author has created the account, it is available at anytime to view the status of the submission(s).

## V. Uploading Files

Once the author has created the account, the "File Submission Status" page allows the author to submit their paper(s.)

Click on the "Submit New Title" button. Complete the required fields regarding the paper. Go to the "Source File Name:" field and click on the "Browse" button.

Select the file. Click on the "Submit" button. This uploads the file to the site.

## VI. Acceptable File Formats/Recommended Fonts

Submissions must include the source file(s) used to create the Acrobat PDF. The PDF is created according to specific requirements provided to ICP by the conference coordinator.

Acceptable formats for submission are as follows:

- Microsoft Word®
- Corel WordPerfect®
- Rich Text Format
- Lotus Freelance®
- Microsoft PowerPoint®
- (La)TeX w/ DVI
- Adobe PageMaker®
- Adobe FrameMaker®
- Lotus Word Pro®

If the paper submission includes multiple files e.g. LaTeX submissions, before uploading the files, they must be compressed into one file. This is accomplished by using any of the common compression programs such as WinZip®, PKZIP®, or StuffIt®. Common file extensions for such compression programs are: .zip, .tgz, .gz, .tar, .sit, .bin, and .hqx.

LaTeX users must, at a minimum, submit a .dvi file and the graphic files (.eps) for conversion to PDF. If the graphic files are not located in the same folder as the LaTeX document (.tex,) create the compressed file with the folder structure preserved (no greater than 3 folder levels deep.) This is so that when the files in the compressed folder are uncompressed, the files are located where the .dvi expects to find them. The best way to create the .tex is to have the graphic files located in the same folder as the .tex. This way when the .dvi file is created, it will expect to find the graphic files in the same folder where it is located. And, it insures that the compressed file will include all the necessary files to create the .PDF file. Please keep filenames to no more than 11 characters.

*Note: The most common problems with LaTeX submissions are missing graphic files, compressed file is missing the folder structure, or the figure filenames exceed 11 characters.*

The following fonts are the preferred fonts for conversion to PDF:

- AdobeSanMM
- AdobeSerMM
- Arial MT
- Arial MT, Italic
- Arial MT, Bold
- Arial MT, Bold Italic
- Computer Modern
- Courier
- Courier, Italic
- Courier, Bold
- Courier, Bold Italic
- Symbol
- Times New Roman PS MT
- Times New Roman PS MT, Italic
- Times New Roman PS MT, Bold
- Times New Roman PS MT, Bold Italic
- ZapfDingbats

## VII. Reviewing your PDF

When the PDF is ready for review, an email is sent to the author. The email will include the PDF as an attachment. Review the PDF online and in print (this requires Adobe® Acrobat Reader 5.0 or higher.) The author then logs into the site and approves or revises the PDF. The PDF is also available for viewing and saving on the *File Submission* website.

## VIII. Assigning Status to your PDF

Assigning a status to the PDF simply means to Approve or Not Approve the PDF. Your options are:

- "Approve Paper" – the Author approves the PDF for publication and the Paper Title, Author, and Affiliation information.
- "Revise Paper" – to revise the current version of the paper by submitting a revised version of the source file.
- "Request Manual Conversion" - means that the problem you see in the PDF is not in your source file and you would like your PDF re-created. In the comments field, please provide a description of the problem and the page the problem can be found on in order to insure it is corrected.
- "Delete Paper" – the PDF has been approved by the author by mistake. The PID needs to be deleted to insure it is not published.
- "Withdraw Paper" – the author has decided not to publish this title at this time and is communicating to the conference personnel that he/she will not be contributing to the conference.

*Note: Once the PDF has been "approved," it cannot be revised. The PID must be deleted and the author must start over by clicking on the "Submit New Title" button.*

## IX. Submitting your IEEE Electronic Copyright Form

To complete the IEEE Copyright Transfer agreement...

Step 1: Click on the "Submit Copyright" link in the File Status table.

Step 2: You will be queried to proof the Paper title and Author information for your paper. Please review it carefully.

Step 3: If the information is correct, click on the "Continue – Information Correct" button. This will take you to the IEEE site where you can follow the instructions for submitting your IEEE Electronic Copyright. You will receive a confirmation email from the IEEE when your Copyright has accepted.

Step 4: If it is not correct, click on the "Correct Paper Information" button. This will take you to a page where you can update your Paper title, add or remove authors, and change author order. Once you have updated the paper information, return to Step 1.

File Submission Site Technical Support is available at [icpsupport@redshift.net](mailto:icpsupport@redshift.net)