STATEMENT OF LETTER OF VOLATILITY

The following statement applies to the USB Data Acquisition product line, as follows:

PCle-WDG-CSM  USB-AI16-32E  USB-AIO16-16A  USB-CTR-15  USB-IDIO-8
PCle-WDG-CSMA USB-AI16-64A  USB-AIO16-16E  USB-DA12-4A  USB-IDIO-8L
PICO-DIO16RO8 USB-AI16-64E  USB-AIO16-32A  USB-DA12-4E  USB-IDIO-16
USB-AI12-128  USB-AI16-64MA USB-AIO16-32E  USB-DA12-8A  USB-IDIO-16L
USB-AI12-128A USB-AI16-96A  USB-AIO16-64A  USB-DA12-8E  USB-III-16
USB-AI12-128E USB-AI16-96E  USB-AIO16-64E  USB-DI16A  USB-III-6-OEM
USB-AI12-16  USB-AIO-PI  USB-AIO16-64MA USB-DI16H  USB-III-4
USB-AI12-16A USB-AIO12-128 USB-AIO16-64MA-OEM USB-DIO16-16A USB-III-8
USB-AI12-16E USB-AIO12-128A USB-AIO16-96E  USB-DIO-16A  USB-III-8
USB-AI12-32 USB-AIO12-128E USB-AIO16-96E  USB-DIO-16H  USB-III-OEM
USB-AI12-32A USB-AIO12-16  USB-AO12-12A*  USB-DIO-24  USB-IIIRO-16
USB-AI12-32E USB-AIO12-16A USB-AO12-12E*  USB-DIO24-CTR6 USB-IIIRO-4
USB-AI12-64 USB-AIO12-16E USB-AO12-16A*  USB-DIO24DO12 USB-IIIRO-2SM
USB-AI12-64A USB-AIO12-32 USB-AO12-16L*  USB-DIO-32  USB-IIIRO-4-COM
USB-AI12-64E USB-AIO12-32A USB-AO12-8A*  USB-DIO-32F  USB-IIIRO-4DB
USB-AI12-64MA USB-AIO12-32E USB-AO12-8E*  USB-DIO-32I  USB-IIIRO-8
USB-AI12-96 USB-AIO12-64 USB-AO16-12A*  USB-DIO-48  USB-IIIRO-ADAP
USB-AI12-96A USB-AIO12-64A USB-AO16-12E*  USB-DIO48DO24 USBP-DIO16
USB-AI12-96D USB-AIO12-64E USB-AO16-16A*  USB-DIO-96  USBP-DIO16RO8
USB-AI16-128A USB-AIO12-64MA USB-AO16-16E*  USB-DIO16A  USBP-II2DO2
USB-AI16-128E USB-AIO12-96 USB-AO16-16A*  USB-DO16AARB1 USBP-IIHD04
USB-AI16-16A USB-AIO12-96A USB-AO16-4E*  USB-IDIO-16  USBP-IIHD04A
USB-AI16-16E USB-AIO12-96E USB-AO16-8A*  USB-IDIO-16L USBP-RO-16
USB-AI16-2A USB-AIO16-128A USB-AO16-8E*  USB-IDIO-4  USBP-RO-4
USB-AI16-2H USB-AIO16-128A-OEM USB-AO-ARB1 USB-IDIO-4L USBP-RO-8
USB-AI16-32A USB-AIO16-128E

Questions and Answers
1. Are all memory components within the hardware device volatile, meaning that any data stored on these components is lost when power to the unit is removed?

No.

2. If non-volatile components exist, are any of them designed to be modified by the user or by the devices during normal operations? Please briefly describe the type of data stored in these components.

Yes.

These devices contain a plug-and-play (PnP) configuration EEPROM 64-kbits in length. The last 512 bytes are designated for customer use, with the remaining bytes reserved for factory use including the required PnP data, as well as serial number and model number verification codes. Models designated “-S25” have had the firmware burned into the onboard EEPROM, in the “factory reserved” space.

The user-designated 512 bytes can be used for any data the customer desires through our AIOUSB.DLL’s “CustomEEPROMWrite()” and “CustomEEPROMRead()” APIs. The remaining factory reserved bytes are accessible only through IOCTL calls, or use of the undocumented “GenericVendorWrite()” “GenericVendorRead()” functions; however, these devices are based on Cypress’ EzUSB (FX2) chips, which are commonplace in the industry, and procedures to access them are well known.

3. Are any RAM components battery-backed? If so, please briefly describe the nature being retained and the location of the memory.

No.
4. Where is the BIOS located? Can it be locked out with a password? If yes, please provide the sequence to do so.

N/A. In general the devices run "firmware" loaded by drivers from the host computer into onboard volatile RAM at each device reset; no firmware is located in non-volatile memory. None of these devices have "BIOS" as such. The firmware loaded by the drivers is part of the software driver package (AIOUSB).

5. Does this equipment contain any devices, such as RF transmitters and dial out capabilities via either telephone landline or cellular transmission?

No.

Clearing Procedures

There are many procedures available to clear the contents of the onboard nonvolatile (EEPROM) memory. The simplest is available from our website.

1. Download [http://accesio.com/files/forever/USB104LoVClear.exe](http://accesio.com/files/forever/USB104LoVClear.exe) and run it
   a. **Caution**: Do not check the "Plug & Play (CAUTION)" check box. Erasing the 8-bytes of PnP data will, effectively, brick your unit. If this happens, please download [http://accesio.com/files/KeyMaster/USB%20Change%20ID.zip](http://accesio.com/files/KeyMaster/USB%20Change%20ID.zip) and contact the factory for support.
   b. **Caution**: Erasing the Serial Number by checking the "Serial Number (Not Recommended)" checkbox will void your warranty. The Serial number is stored as an 8-byte IEEE double precision floating point value.
2. Click the "Erase Checked Regions" button.
3. The user-modifiable nonvolatile memory regions are erased by writing a random value to every byte, then 0s, then 1s, then 0s.

Note: Models marked with * contain an additional flash memory used to hold calibration data. Versions of the USB104LoVClear utility produced before April 3rd 2017 do not erase this nonvolatile memory.