To whom it may concern:

The PicoScope 9301 / 02 / 11 / 12 / 31 / 41 Sampling Oscilloscopes are USB or LAN controlled instruments and they contain the following memory devices:

Memory device	Volatility	Usage
2 or 3 x 32 kB serial EEPROM	Non-volatile	LAN addressing programmed by user. Configuration and calibration information programmed by Pico Technology. User initiated calibration data for input offset and timebase if the user chooses to save that calibration data.
512 kB STM32F2 microcontroller	Non-volatile	Firmware
128 kB STM32F2 microcontroller	Volatile	User data processing
Xilinx Spartan 6 programmable gate array.	Volatile	User waveform data

Volatile memory loses its contents when the device is powered off while non-volatile memory retains its contents when the device is powered off.

In order to clear user data or settings from these instruments, simply disconnect the USB cable and the external power supply lead. No user data or settings are saved within the instrument when these two cables are removed.

If the LAN address is of concern this can be set to its default:

1. Connect PicoScope 93xx to PC via USB or LAN;
2. Launch the PicoSample3 SW;
3. Right click on **Help > About .. > TCP/IP Properties** to open the **TCP/IP Properties** dialog;
4. If required, make a note of the current LAN address for later reinstatement.
5. Click **Restore Default**;
6. Confirm **Yes**.
7. Power Off the PicoScope 93xx.

A user calibration if initiated, instructs the removal of all signal leads and would therefore not store anything that could relate to the application. However, if user calibration of input offset or timebase is of concern, a further calibration with all signals disconnected will overwrite that data.

1. Connect PicoScope 93xx to PC via USB or LAN;
2. Remove all signal connections to the instrument;
3. Launch the PicoSample3 SW;
4. Left click on **Utility > Calibrate > Channels 1/2**; press the **Proceed** button:
5. In the same tab, left click **Timebase**; press the **Proceed** button;
6. If the instrument is a 9341, repeat 5. for the **Channels 3/4** selection;
7. Press "Store Constants"
8. Power Off the PicoScope 93xx.

Please contact Pico Technology Ltd. at the above contact points if further detail is required.