

**TYAN S1680S**

***TAHOE-AT***

**Pentium II 233 through 300 MHz  
440 FX PCI-ISA System Board**



**Revision 1.0**



## TABLE OF CONTENTS

<b>1. Introduction.....</b>	<b>4</b>
1.1 Overview.....	4
1.2 Hardware Specifications.....	5
1.3 Software Specifications.....	6
1.4 Manual Organization .....	6
1.5 Manual Conventions.....	7
1.6 CPU types .....	7
<b>2. Board Installation.....</b>	<b>9</b>
2.1 Unpacking.....	9
2.2 Installation of the motherboard .....	9
2.3 S1680S Board Layout & Jumper Locations.....	10
2.4 CMOS RTC.....	13
2.5 Installing cables and Connectors .....	14
2.6 DRAM Installation .....	16
2.7 L2 Cache Memory/SRAM Memory.....	17
2.8 VRM (Voltage Regulator Module).....	17
2.9 Peripheral Device Installation.....	17
2.10 Connecting the Power Supply.....	17
<b>3. CPU Installation and Removal .....</b>	<b>18</b>
3.1 Installing the Pentium II Boxed (Active) Processor..	18
3.2 Installing the Cooling Fan.....	19
3.3 CPU Removal (Pentium II Active CPUs).....	19
3.4 Installation/Removal of Pentium II Passive Processors .....	20
<b>4. TroubleShooting .....</b>	<b>23</b>
4.1 Troubleshooting Procedures .....	23
4.2 Technical Support Procedures .....	25
4.3 Returning Merchandise for Service.....	25
<b>5. Declaration of Conformity.....</b>	<b>26</b>
<b>6. BIOS Speaker beep codes.....</b>	<b>27</b>



# **Chapter 1: Introduction**

We here at Tyan Computer take great pride in designing, building and supplying the world with only the finest, well-crafted, completely tested motherboards in the industry. Should you ever have questions or issues about the contents of this manual, or the product it accompanies, please send all inquiries to:

Tyan Computer / Product Management  
1753 S. Main St. Milpitas, CA 95035

*Thank you for purchasing a Tyan motherboard!*

## **1.1 Overview**

The S1680S system board--TAHOE -AT is a quality, high performance motherboard designed for Intel's latest generation of Pentium II microprocessors. This motherboard utilizes Intel's 440FX PCI series chipset and supports CPU speeds of 233MHz to 300MHz. The S1680S will also support the Intel Pentium Pro Processors with a Tyan Riser Card (M2020). The 440FX PCIset also supports up to 1GB (1024MB) of system memory utilizing either EDO, FPM or Parity with ECC.

The S1680S' PCI Local Bus provides high performance capabilities that are ideal for a wide range of demanding applications such as: CAD, CAM, CAE, networking, multi-user environments, database management, desktop publishing, image processing, 3D animation and video production.

This integrated system board achieves high reliability with numerous features and yet is small enough to be supported in a Baby-AT system. Some of the features included are: on-board dual channel PCI PIO (Mode 3 & 4), on-board high speed I/O, USB connectors for up to 2 ports, Dallas RTC (Real Time Clock), and a host of built-in extras.

The S1680S board is built to be both flexible and expandable. With I/O and drive controller support built on-board, the five 32-bit PCI Bus Master and four 16-bit ISA slots (one shared/eight usable slots) are available for add-on expansion cards.

In order to provide you with more detailed information about board components and their functions, Tyan has designed a highly informative web page with user-friendly help topics and FAQ's, unique clickable motherboards for your complete guide to the technical world of your computer's braincenter, worldwide distributors' lists, software and drivers for all Tyan products, exciting news about Tyan, CMOS settings and manuals in Acrobat™ format, and much more. Please refer to Tyan Computer's web site located at <http://www.tyan.com> for more information.

## 1.2 Hardware Specifications/Features

The S1680S board is designed for the demanding end-user who wants to accomplish complicated tasks in a user-friendly environment. To achieve this purpose, the motherboard includes the following features:

- CPU Information*
- One Pentium II Processor (SEC) slot
  - Intel Pentium II 233 MHz through 300 MHz (233, 266, 300 MHz) CPUs
  - Supports 150-200 MHz (150,166,180,200MHz) Pentium Pro Processors
  - VRM (Voltage Regulator Module) on board
  - Switching power circuitry
  - On-board CPU fan header
- Chipset*
- Intel's Pentium II 440 FX (Natoma) chipset
  - 25/30/33 MHz PCI bus
  - Up to 1GB (1024MB) system memory
  - Two PCI Busmastering (up to 22MB/sec DTR) EIDE channels
  - PIO Mode 3 & 4(up to 17MB/sec DTR)
- System RAM*
- Eight 72-pin SIMM sockets (4 double banks)
  - Supports 5V or 3.3V memory
  - EDO (Extended Data Out) DRAMs
  - FPM (Fast Page Mode) DRAMs
  - ECC (Error Correcting Code) or Parity checking
- Expansion*
- Five 32-bit PCI Bus Master slots
  - Four 16-bit ISA Bus (one shared/eight usable slots) slots

- Drive & System I/O*
- Two Floppy ports (up to 2.88MB)
  - Two 16550 compatible serial ports
  - One ECP/EPP Parallel port
  - Two USB connectors for up to 2 ports
  - PS/2 mouse connector for optional PS/2 mouse adapter (Tyan PN: S1607-001-01)
  - InfraRed port for use with 3rd party manufactured equipment and software

### **1.3 Software Specifications**

*BIOS* Award or AMI BIOS Plug 'n' Play flash BIOS Deep Green and Energy Star compliant.

*Operating System* Operates with MS-DOS, Windows 3.x, Windows for Workgroups, Windows 95, OS/2, and SCO Unix. Tyan is also certified with Solaris.

### **1.4. Manual Organization**

Chapter 1: "Introduction" describes the features and performance of the S1680S motherboard.

Chapter 2: "Installation" describes procedures for setting up the system board. Refer to this chapter for information about jumper settings.

Chapter 3: "Installation and Removal of the CPU" gives instructions on the installation and removal of the Active and Passive Pentium II CPU's. Chapter 4: "Trouble-shooting" describes procedures for fixing any problems you may have with your system.

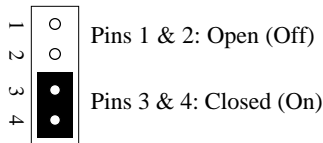
**Refer to Addendum A** (AMI BIOS CMOS Setup) and **Addendum B** (Award BIOS CMOS Setup) for the setup requirements and the CMOS Configuration information, including instructions to change the password, to format a hard disk, and to troubleshoot CMOS errors. Both AMI and Award BIOS Setup documents are also available in the Adobe Acrobat format. Please refer to the Web Page located at <ftp://ftp.tyan.com/manual/s1680sa.pdf> for AMI and <ftp://ftp.tyan.com/manual/s1680sb.pdf> for Award BIOS information.

### 1.5. Manual Conventions

In this manual, the following terms are used in reference to setting up jumpers:

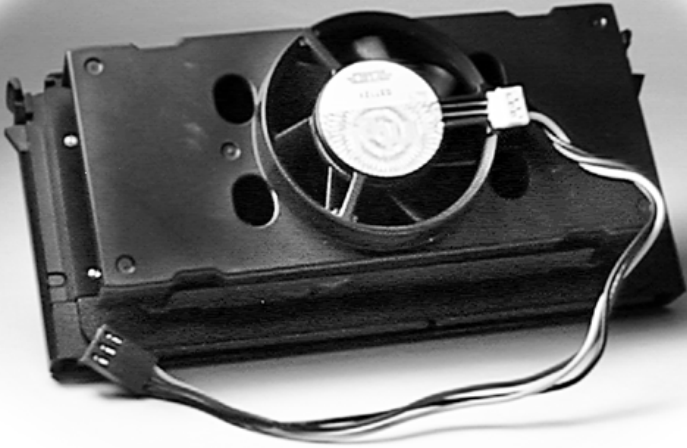
1. When the term **"Close"** or **"On"** is used, the pin (pins) specified for the jumper should be connected (closed), and the circuit of the connecting pins will be shorted.
2. When the term **"Open"** or **"Off"** is used, the pin (pins) specified for the jumper should not be connected, and the circuit of the connecting pins will not be shorted.

Example:

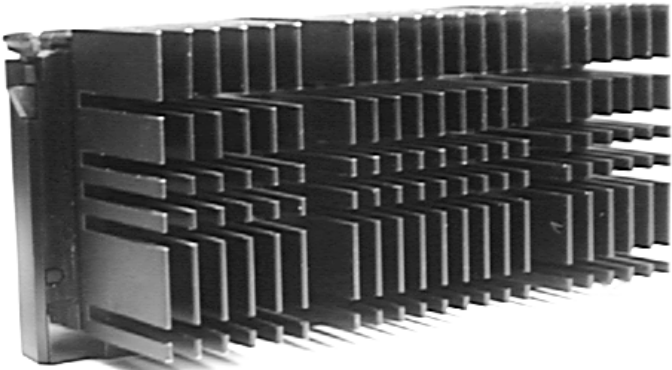


### 1.6. CPU types

Currently, Intel produces two types of Pentium II processors: the "Boxed" (or Active) Processor, and the Passive Processor. (Refer to the Pictures shown on Page 8) These two types of processors are essentially the same in design. The only difference between these two types of processors lies in their cooling methods. The Boxed (Active) Processor is equipped with a heatsink and cooling fan built in with the CPU. The Passive Processor is equipped with a Heat-sink only. These two types of CPUs provide the user with the same function, and should be installed in the "Pentium II" slot (Slot 1) on the S1680S board. (Refer to Chapter 3 for the installation and removal of Pentium II processors.)



**Pentium II Boxed (Active) CPU**  
*Shown with Power Connector for Fan*



**Pentium II (Passive) CPU**  
*Shown with Heat-sink*



# Chapter 2: Board Installation

## 2.1 Unpacking

### **2.1.1. Item Checklist**

The motherboard package should contain the following:

- S1680S Motherboard
- One IDE 40 pin cable
- Motherboard User's manual
- Serial/Parallel cable set
- One 34-pin floppy cable
- BIOS User's manual

### **2.1.2. Precautionary measures before handling the motherboard**

Since the motherboard contains sensitive electronic components which can easily be damaged by static electricity, the motherboard should be kept in its original packaging until the time of installation.

**Before** you open the carton of your motherboard, do the following:

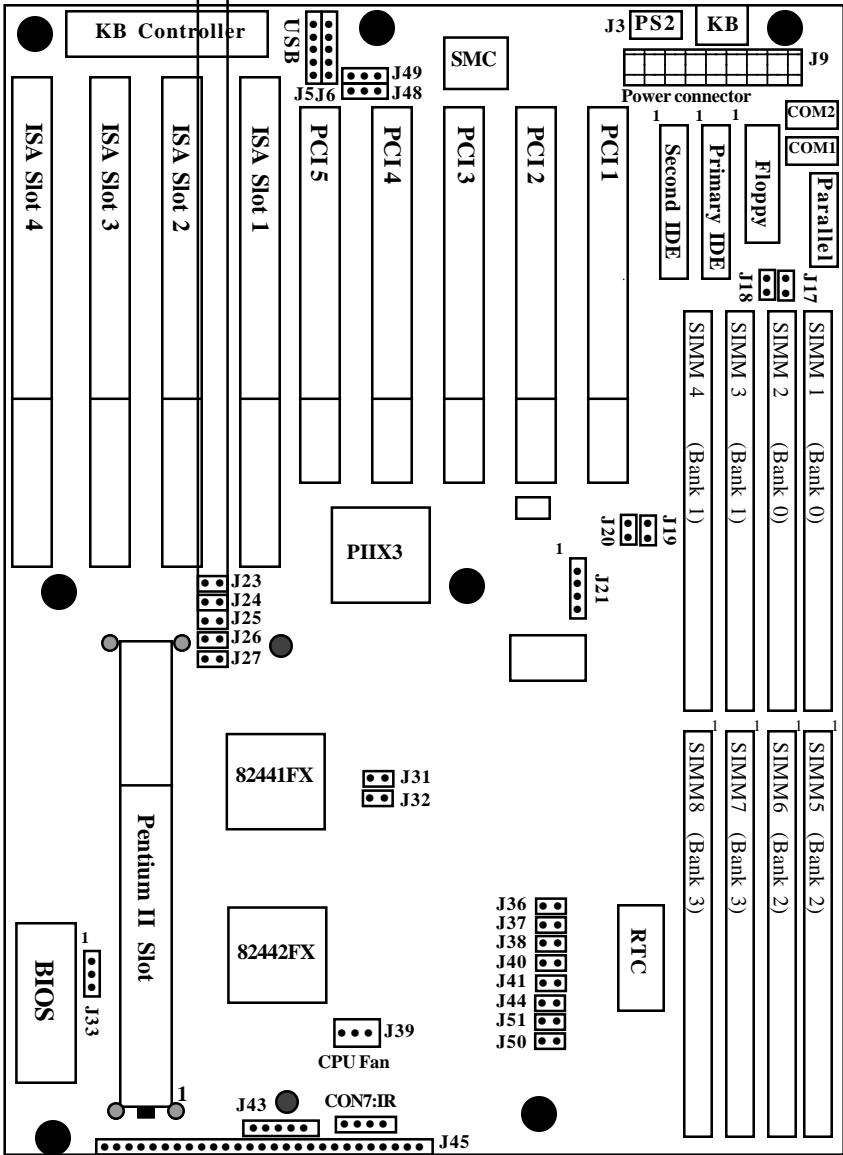
1. Make sure that you stand on an Anti-static mat. (Do not stand on a rug or carpet.)
2. It is also strongly recommended that you wear an anti-static strap. (Anti-static straps can be purchased at your local computer hardware stores.)
3. With the power supply plugged in and the system turned off, touch an unpainted area of the system chassis before handling the motherboard or any component. Remember to do this each time you handle the board.

### **2.1.3. Proper handling of the motherboard**

After opening the motherboard package, remove the board by holding its edges. Place it on a grounded anti-static surface with the component side up. Inspect the board for damage. Do not touch the bottom of the board. (**Note: DO NOT APPLY POWER TO THE BOARD IF IT HAS BEEN DAMAGED!**)

## **2.2 Installation of the motherboard**

You are now ready to install your motherboard. The mounting hole pattern of the board matches the Baby-AT system board specifications. Please install the board in the chassis designed for a standard Baby-AT system.



See Page 11 for J45 Pin Definition

(For more information about this motherboard, please visit our Web Page and Clickable motherboards at <http://www.tyan.com/html/faq.html>.)

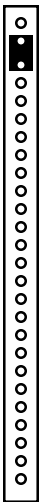
### S1680S Motherboard Layout

## 2.3 Jumper Settings

Refer to the following table for a quick reference of jumper settings:

Jumper #	Assignments
J3	PS2/Mouse
J5,J6	Universal Serial Bus (J5: USB2, J6: USB1)
J7, J8	Reserved
J9	power supply
J21,J31,J32	bus speed
J24,25,26,27	CPU speed
J17-20,37,38,40,41	DRAM Voltage Select
J45	Pins 2,3: EXTSMI, Pins15-16:IDE LED, Pins18-20:Power LED, Pins22,23:Reset, Pins24-27: Speaker
J33	Flash BIOS Volt.Select (5V:1-2, 12V:2-3) Don't change!
J36	Reset CMOS (Closed: clear, Open: Normal)
J39	12V CPU Fan (Pin 2 is "+"--positive)
J43	Keyboard/Lock
CON 6	LPT1
CON5 & 1	CON5: COM1, CON1:COM2
CON4	FDD
CON2 & 3	CON2: Primary IDE, CON3: Secondary IDE
CON7	IR2
Reserved	J28-30, J34, J46, J48, J49

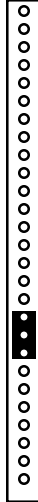
### Block J45 Pin Assignments



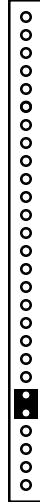
EXTSMI: Pins 2,3 (closed)  
(EXT SMI: Cover Pins 2-3 with a jumper cap to short the circuit between these pins.)



IDE LED: Pins15-16 (closed)  
(IDE LED: Cover Pins 15-16 with a jumper cap to short the circuit between these pins.)

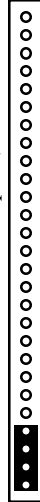


Power LED: Pins 18-20 (closed)  
(Power LED: Cover Pins 18-20 with a jumper cap to short the circuit between these pins.)



Reset: Pins 22, 23 (closed)

(Reset: Cover Pins 22-23 with a jumper cap to short the circuit between these pins.)



Speaker:Pins 24-27 (closed)

(Speaker: Cover Pins 24-27 with a jumper cap to short the circuit between these pins.)

**CPU Speed Settings for Pentium II and Pentium Pro Processors:**

Mhz	J24	J25	J26	J27	J21	J31	J32
150	Off	On	On	On	3-4	On	Off
166	Off	On	On	On	1-2	Off	On
180	On	Off	On	On	3-4	On	Off
200	On	Off	On	On	1-2	Off	On
233	Off	Off	On	On	1-2	Off	On
*266	On	On	Off	On	1-2	Off	On
300	Off	On	Off	On	1-2	Off	On

(\*Default: 266)

**DRAM Voltage Select**

	J17	J18	J19	J20	J37	J38	J40	J41
3.3V	Off	Off	Off	Off	On	On	On	On
*5V	On	On	On	On	Off	Off	Off	Off

(\*5V-default)

**Bus Speed**

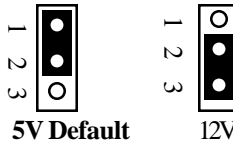
HOST speed	PCI speed	J31	J32	J21
60MHz	30MHz	On	Off	3-4
66MHz	33MHz	Off	On	1-2

**Flash BIOS Voltage Select: J33(--Do not Change!)**

\*5V: Pin 1 and Pin 2 (Closed) (Default)

12V: Pin 2 and Pin 3 (Closed)

	5V	12V
J33	1-2	2-3



**CMOS Reset: (J36)**

J36: normal (open)

clear (close--Cover J36 with a jumper cap to reset CMOS.)

## Connectors:

### Block J45:

Pin No	Definition
2-3	EXT SMI
15-16	IDE LED
18-20	Power LED
22 & 23	Reset
24-27	Speaker

(Refer to Page 11 for more details)

**J5, J6:** Universal Serial Bus (J5: USB2, J6: USB1)

**CON 1 & 5:** CON5: COM1, CON1: COM2

**CON 2:** Primary IDE

**CON 3:** Secondary IDE

**CON 4:** FDD

**CON 6:** LPT1

**CON 7:** IR2

## 2.4 CMOS RTC(Real Time Clock)

The CMOS RTC includes an internal battery and real time clock circuit which provides the date and the time, and the CMOS Chipset Default Register for the system. Normally, the life span of a RTC internal battery is more than 10 years. This RTC chip cannot be field upgraded and can only be changed at a Tyan repairing facility.

## **2.5 Installing Cables and Connectors**

### **2.5.1 Speaker Connector Installation (J45)**

Your S1680S board provides a 4-pin header to connect the speaker. The speaker is connected to pins 24-27 of J45. (Refer to Page 10 and Page 11 for detailed information.)

### **2.5.2 Hardware Reset Switch Connector Installation (J45)**

The RESET switch on your case's display panel provides you with the HARDWARE RESET function which is the same as power on/off. The system will do a cold start after the RESET switch is pushed by the user. The RESET switch is a 2-pin connector and should be installed on pins 22 and 23 on J45. (Refer to Page 10 and Page 11 for detailed information.)

### **2.5.3 IDE LED Connector Installation (J45)**

Your board provides a 2-pin header to connect the IDE LED cable. When connected, the IDELED light on the panel of the case flashes if an activity is detected in an IDE device. The cable is connected to pins 15-16 of J45. (Refer to Page 10 and Page 11 for detailed information.)

### **2.5.4 Power LED Connector Installation (J45)**

The motherboard also provides a 3-pin header to connect the Power LED cable. When connected, the Power LED light on the panel of the case indicates power on/off of the system. The cable is connected to pins 18-20 of J45. (Refer to Page 10 and Page 11 for detailed information.)

### **2.5.5 Infra Red Connector Installation (CON7)**

The motherboard provides a connector (CON7) for the Infra Red cable which connects to a Homing Device on the back of the case. When activated, the Homing Device will send out IR signals to remote I/O IR devices. (Refer to Page 10 and Page 11 for detailed information.)

### **2.5.6 Flash ROM-Jumper J33**

The S1680S uses flash memory to store BIOS Setups. It can be updated as new versions of the BIOS become available. The flash utility will guide you through the process step by step. **However, we do not recommend that you flash the onboard BIOS. This procedure should only be done by a qualified technician or a Tyan technical support engineer.**

J33 determines which type of Flash EPROM is used. This jumper has been set to match the onboard BIOS chip. **The factory default for the S1680S is on pins 1-2(5V).** Depending on the type of EPROM used, some boards may have J33 on pins 2-3(12V). (Refer to Page 12 for more information.)

**Warning:**

**Do not change J33--(It has been pre-set at the factory!!)**

### **2.5.7 Hardware CMOS & Password Reset**

If you are locked out of your system because you have forgotten your password, or you have set the CMOS incorrectly, follow the instructions below:

- a. Power off the system
- b. Close J36 by covering the pins of J36 with a jumper cap to short the circuit between the pins.
- c. Wait for 5 seconds, and then remove the jumper from J36.
- d. Apply power to the system.

By following the above procedures, the password and CMOS will be reset to BIOS defaults.

## 2.6 DRAM Installation

The S1680S uses a 64-bit data path from memory to the CPU which will accommodate up to 1GB of RAM. The motherboard supports FPM (Fast Page Mode), EDO (Extended Data Out), ECC (Error Correcting Code), and Parity 72-pin SIMMs. The following table shows some of the available memory configurations.

<b>Bank 0</b>	<b>Bank 1</b>	<b>Bank 2</b>	<b>Bank 3</b>	<b>Total</b>
4MBx2	none	none	none	8MB
8MBx2	none	none	none	16MB
4MBx2	4MBx2	none	none	16MB
8MBx2	8MBx2	none	none	32MB
4MBx2	4MBx2	4MBx2	4MBx2	32MB
16MBx2	none	none	none	32MB
16MBx2	16MBx2	none	none	64MB
32MBx2	none	none	none	64MB
64MBx2	none	none	none	128MB
16MBx2	16MBx2	16MBx2	16MBx2	128MB
32MBx2	32MBx2	none	none	128MB
32MBx2	32MBx2	32MBx2	none	192MB
32MBx2	32MBx2	32MBx2	32MBx2	256MB
64MBx2	64MBx2	none	none	256MB
128MBx2	none	none	none	256MB
64MBx2	64MBx2	64MBx2	none	384MB
64MBx2	64MBx2	64MBx2	64MBx2	512MB
128MBx2	128MBx2	none	none	512MB
128MBx2	64MBx2	64MBx2	64MBx2	640MB
128MBx2	128MBx2	128MBx2	none	768MB
128MBx2	128MBx2	64MBx2	64MBx2	768MB
128MBx2	128MBx2	128MBx2	32MBx2	832MB
128MBx2	128MBx2	128MBx2	64MBx2	896MB
128MBx2	128MBx2	128MBx2	128MBx2	1GB



## **2.7 Level 2 Cache Memory/SRAM Memory**

The S1680S's L2 Cache Memory is built into the Intel Pentium II CPU. There are no L2 Cache Memory slots or SRAM slots on the board.

## **2.8 VRM (Voltage Regulator Module)**

The CPU will program the VRM for the correct voltage needed. No jumper settings are required. Your 1680S has a built-in VRM on board. It also has a built-in Switching power supply.

## **2.9 Peripheral Device Installation**

Install the motherboard after you have checked all of the jumper settings. Also be sure to check all connectors thoroughly and read the technical manuals that come with your peripheral cards before you install your expansion cards.

If a PCI-Bus interface card is to be installed in the system, any one of the four PCI-Bus slots will support either a Master or a Slave device.

## **2.10 Connecting the power supply**

The system is configured for a standard AT power supply. The AT connectors can only be plugged in one way and should install easily.

## Chapter 3: CPU Installation and Removal

Pentium II (233 through 300 MHz) and Pentium Pro Processors (150 through 200 MHz) can be used on the S1680S board. (Please refer to section 2.3 for the correct CPU jumper settings for your board.) The S1680S board provides a slot for the Pentium II Processor. (Refer to the layout on P 10.)

**Caution!!** *The CPU is a sensitive electronic component which can be easily damaged by static electricity. Do not touch the CPU contacts with your fingers.*

### **3.1 Installation of the Pentium II Boxed (Active) Processor**

*(Note: An Active Processor is equipped with a cooling fan. When installing an Active Processor, you need to connect its power cables to the cooling fan connectors located on the board.)*

#### **Installing the CPU Retention Module**

1. Installation of a Pentium II Active Processor requires a CPU Retention Module, which is first secured onto the motherboard. (Refer to the motherboard layout on Page 10.)
2. To attach the Retention Module, place the motherboard on a flat surface.
3. Locate the key pin on one end of the Pentium II Slot on the board. Then carefully line up the key notch on the Retention Module with the key pin on the Pentium II Slot. (The key pin on the Pentium II Slot indicates the correct orientation of the CPU.)

#### **Pentium II Slot Connector & Key Pin**



4. Drop the Retention Module down over the Pentium II Slot so that the Retention Module seats flat against the motherboard. Tighten the screws in a clockwise manner to secure the module to the board. **(Warning — Do not overtighten the screws as you may damage the module and/or the motherboard.)**



## **Installing the Pentium II Active CPU**

5. When the Retention Module is securely installed, you are ready to plug the CPU into the Retention Module. Make sure that the CPU's Cooling Fan is turned away from the I/O connectors before you plug the CPU into the CPU module.

### **Retention Module**

6. Press firmly on the CPU until you hear a "click". The Pentium II CPU will make a clicking sound when it is fully locked into the Retention Module.

7. After the CPU is securely seated on the Retention Module in the Pentium II Slot, connect the CPU's Cooling Fan cable to the Cooling Fan power Connector on the board.

## **3.2 Installing the Cooling Fan**

8. Locate the Cooling Fan Connectors: J39(Pin 2 is 12V) on the board.

9. Plug the CPU's Cooling Fan Cable into the Cooling Fan Connector on the board. Make sure that the black wire of the cable is plugged into Pin 1 of the connector. (Refer to Pin 1 marked on the layout on P10.) (Pin Assignments: Pin 1: ground--black, Pin 2: 12 V--red, Pin 3: Signal--yellow.)

## **3.3 CPU (Pentium II Active Processor) Removal**

1. Locate the locks on both ends of the CPU. Unlock the CPU by pressing the locks toward the center of the CPU until you hear a click. A clicking sound indicates that the CPU is unlocked.

2. When the CPU is unlocked, gently pull the CPU out from the Pentium II Slot and the Retention Module.

### 3.4 Installation and Removal of the Pentium II Passive Processor Pentium II Passive CPU Module



*(Unlike Active Processors, Passive Processors are not equipped with cooling fans. Passive Processors are equipped with heat sinks instead.)*

**Each CPU package should also contain the following:**

CPU Retention Module (x1)

Heat-sink Retention Bracket with mounting locks (x1)

Mounting Attach-mounts (x 2) Heat-sink Lock (x1)

#### **3.4.1: Installation: CPU Retention Module**

1. When installing the CPU Retention Module, make sure that you have the appropriate end of the module lined up with the key notch on the Pentium II Slot connector. This will ensure that the module is installed properly.



**Retention Module**

2. Before tightening the screws, make certain that the module is flush against the motherboard. If one end of the module is raised above the board, check the orientation of the module.

3. Install the module on the board by turning the screws in a clockwise direction. (Do not over tighten the screws).

### 3.4.2 Installation: Heat-sink Mounting Bracket

1. The Heat-sink mount has two pins on the bottom and 4 pins on the top.

Notice that the bottom two pins are of different sizes. The size of the pins and the holes in the motherboard will determine the correct orientation. If the bracket is correctly installed, these 4 pins should be on the top and closest to the Pentium II CPU slot.



#### Heat-sink Mounting Bracket

2. Insert the Heat-sink mount into the holes on the motherboard. When the bracket is properly inserted into the holes on the motherboard, you will hear a clicking noise.

3. Lock the Heat-sink mount to the board by inserting the two mounting locks into the pins of the Heat-sink mounting bracket which are now below the motherboard. There will be a clicking noise when the locks are securely fastened.



#### Mounting Locks

### 3.4.3: Installation of the Pentium II Passive Processor

1. Align the CPU with the CPU Retention Module. Make sure the Heat-sink is lined up with the Heat-sink mount bracket. If you put the CPU in the wrong way, you may damage the CPU, the motherboard, and/or the CPU socket.

2. Slowly press down on the CPU module until the CPU locks into place. A click will be heard when the CPU is locked securely into the module.

### Heat-sink Lock



### **3.4.4: Installation of the Heat-sink Lock**

The Heat-sink lock has 4 notches which will correspond to the 4 pins on the Heat-sink mounting bracket. Gently slide the lock between the Heat-sink onto the Heat-sink mounting bracket until both sides of the lock are firmly secured. A clicking sound will be heard when the lock is securely fastened to the Heat-sink mounting bracket. To remove the lock from the Heat-sink mounting bracket, gently press the ends of the locks inward and pull.

### **3.4.5: Removal of the Pentium II Passive Processor and CPU Retention Module**

To remove the CPU, move the locks to the center of the CPU. A click will be heard when the CPU has been unlocked. Gently pull up on the CPU, taking care not to bend the motherboard or the CPU Retention Module.

### **3.4.6: Removal of the Heat-Sink Lock**

To remove the lock from the Retention Bracket, gently press the ends of the locks inward and pull.

## **Chapter 4: Troubleshooting**

### **4.1 Troubleshooting Procedures**

Use the following procedures to troubleshoot your system. If you have followed all of the procedures below and still need assistance, refer to the "Technical Support Procedures" and/or "Returning Merchandise for Service" section(s) in this chapter.

#### **No-Video**

If you do not have video, follow the Troubleshooting Flowchart on P.25.

1. Check for missing jumpers or improper installation of the ROM BIOS.
2. Make sure the video card and its jumper setting (as appropriate) match the monitor type.
3. Check to make sure that all peripheral cards are properly installed in their slots.
4. The I/O Bus speed should be running at 8 MHz.
5. Use the speaker to determine if any beep codes exist. Refer to the last page of this manual for details about beep codes.

*Note: If you are a system integrator, VAR, or OEM, a POST diagnostics card is recommended for Port 80h codes. (Please visit our Web site for detailed information.)*

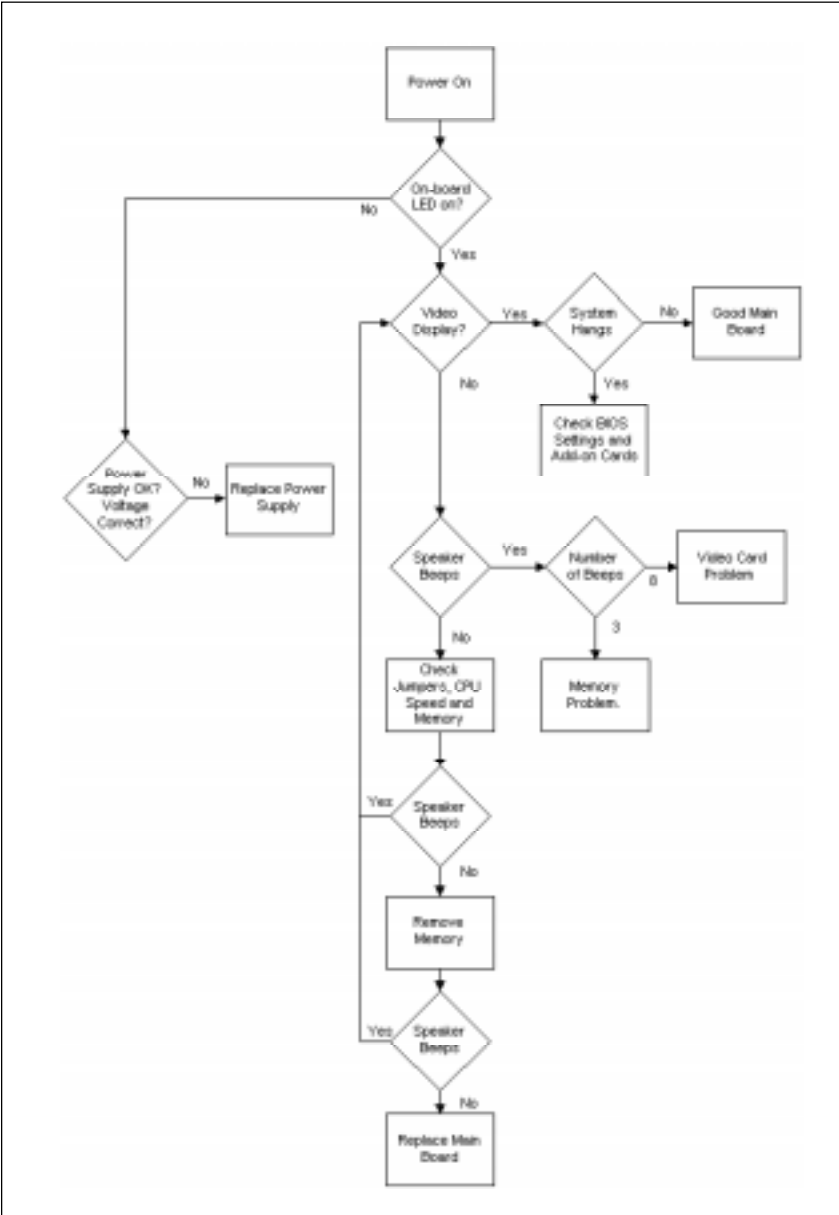
#### **Memory Error/Parity Error**

If you encounter memory or parity errors, follow the procedures below.

1. Check to determine if SIMM modules are improperly installed.
2. Make sure that different types of SIMMs have not been installed in the same bank. (e.g. a mixture of 265KB x 9 and 1MB x 9)
3. Determine if different speeds of SIMMs have been installed in the same or different banks, and the BIOS setup is configured for the slowest speed of RAM used. It is recommended to use the same RAM speed for SIMMs in different banks.

4. Check for bad SIMM modules and chips.

**Troubleshooting Flowchart**





## **Losing the System's Setup Configuration**

1. Make sure that you are using a high quality power supply. A poor quality power supply may cause the system to lose its CMOS setup.
2. Determine if the Dallas Battery is bad. If it is bad, replace it with a good one.(To determine if the RTC is bad, do the following:
  - a.Turn on the system and set the system clock.
  - b.Let the system run for more than 6 hours.
  - c.Check the system clock to see if it has accurate timing. If the system timing is off, it is possible that the RTC is bad.)
3. If the above steps do not fix the problem, contact your vendor.

## **4.2 Technical Support Procedures**

Be sure to go through the "Troubleshooting Procedures" section in this chapter, and visit our Web site before calling Technical Support. (Tyan's Web site address is: <http://www.tyan.com>.) Before you call, have the following information ready:

- |                               |                           |
|-------------------------------|---------------------------|
| 1. System Board Serial Number | 2. CPU Serial Number      |
| 3. Invoice Number, Date       | 4. Purchase Form          |
| 5. Sale's Person's name       | 6. Product Configurations |

## **4.3 Returning Merchandise for Service**

*During the warranty period, contact your Distributor or Dealer FIRST for any product problems.*

The warranty only covers normal consumer use and does not cover damages incurred in shipping or from failure due to the alteration, misuse, abuse, or improper maintenance of products. A receipt or a copy of your invoice marked with the date of purchase is required before any warranty service will be rendered. You can obtain service by calling the manufacturer for a Return Merchandise Authorization (RMA) number. The RMA number should be prominently displayed on the outside of the shipping carton and mailed prepaid, or hand-carried to the manufacturer. Shipping and handling charges will be applied for all orders that must be mailed when service is complete.

## Chapter 5: Compliance

### **Compliance Information Statement (Declaration of Conformity Procedure-DOC)**

#### **Notice for the USA**

FCC Part 15: This Device complies with Part 15 of the FCC Rules.

Operation is subject to the following conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received including interference that may cause undesired operation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:

- ◆ Reorient or relocate the receiving antenna.
- ◆ Increase the separation between the equipment and receiver.
- ◆ Connect the equipment into an outlet on a circuit different from that of the receiver connected.
- ◆ Consult the dealer or an experienced radio/TV technician for help.

#### **Notice for Canada**

This apparatus complies with the Class "B" limits for radio interference as specified in the Canadian Department of Communications Radio Interference Regulations.

Cet appareil est conforme aux normes de CLASSE "B" d'interférence radio tel que spécifiée par le Ministère Canadien des Communications dans les règlements d'interférence radio.

#### **Notice for Europe (CE Mark)**

This product is in conformity with the Council Directive 89/336/EEC, 92/31/EEC (EMC)



#### **Acknowledgement**

Information presented in this publication has been carefully checked for reliability; however, no responsibility is assumed for inaccuracies. The information contained in this document is subject to change without notice.

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## Chapter 6: Speaker Beep codes

All Tyan motherboards come with a BIOS feature called "beep codes". What these do is inform you (the user) about potential problems in your configuration.

These errors can occur during POST (Power On Self Test), which is performed every time the system is powered on. Fatal errors are communicated through a series of audible beeps from your computers' speaker. Should an error of this sort occur, listen carefully to these beeps and match the description from the table below to determine the source of the problem.

<b>Beeps</b>	<b>Error message</b>	<b>Description</b>
1	Refresh Failure	The memory refresh circuitry on the motherboard is faulty.
2	Parity Error	Parity error in the first 64KB of memory.
3	Base 64KB Memory Failure	Memory failure in first 64KB of memory.
4	Timer Not Operational	Memory failure in the first 64KB of memory, or Timer 1 on the motherboard is not functioning.
5	Processor Error	The CPU on the motherboard generated an error.
6	8042 - Gate A20 Failure	The keyboard controller may be bad.
7	Processor Exemption Interrupt Error	The CPU generated an exception interrupt.
8	Display Memory Read/Write Error	The system video adapter is either missing or its memory is faulty.
9	ROM Checksum error	The ROM checksum value does not match the value encoded in the BIOS.
10	CMOS Shutdown Register R/W Error	The shutdown register for CMOS RAM failed.
11	Cache Error / External Cache Bad	The external cache is faulty.