SY-P4ISR
Motherboard

Quick Start Guide

SOYO™

SY-P4ISR Motherboard

mPGA Socket 478 processors
Intel i845 AGP/PCI/CNR Motherboard
400 MHz Front Side Bus supported
ATX Form Factor

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About This Guide:
This Quick Start Guide can help system manufacturers and end users in setting up and installing the Motherboard. Information in this guide has been carefully checked for reliability; however, to the correctness of the contents there is no guarantee given. The information in this document is subject to amend without notice.

For further information, please visit our **Web Site** on the Internet. The address is **"http://www.soyo.com.tw".**

P4ISR Serial - Version 1.0 - Edition: July 2001
* These specifications are subject to amend without notice

1 *Introduction*

Congratulations on your purchase of the **SY-P4ISR** Motherboard. This *Quick Start Guide* illustrates the steps for installing and setting up your new Motherboard.

This guide provides all users with the basic steps of Motherboard setting and operation. For further information, please refer to the *SY-P4ISR Motherboard User's Manual* that came with your Motherboard.

Unpacking

When unpacking the Motherboard, check for the following items:

◆ The SY-P4ISR i845 AGP/PCI/CNR Motherboard
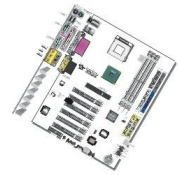
◆ This Quick Start Guide

◆ The Installation CD-ROM

◆ SOYO Bonus Pack CD-ROM

◆ Three IDE Device ATA 100 Flat Cable

◆ One Floppy Disk Drive Flat Cable

◆ One Heat Sink Compound

SY-P4ISR Motherboard Layout
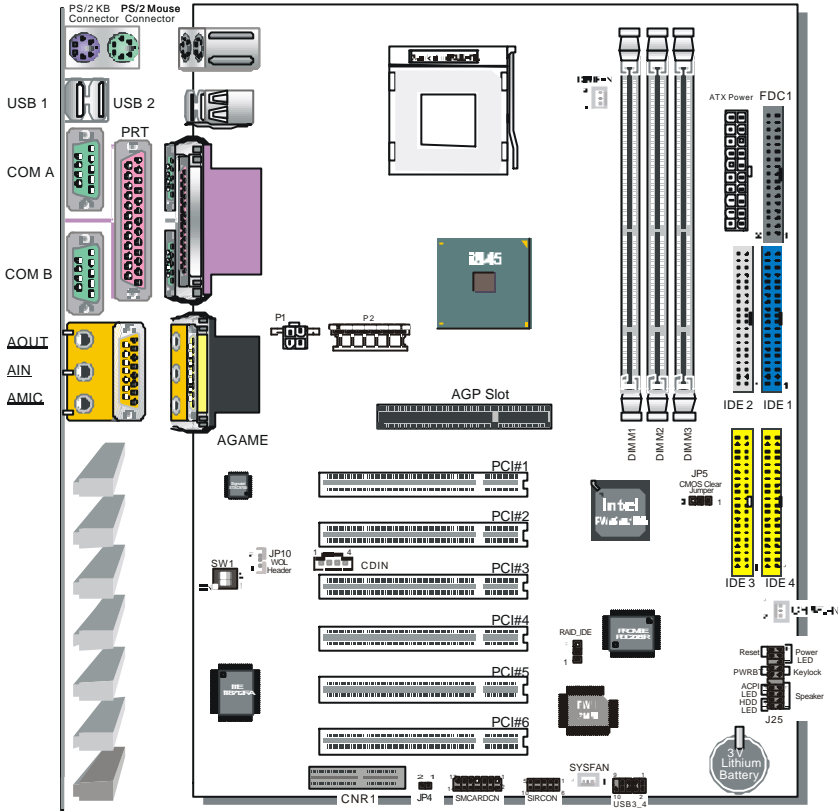
Key Features

➢ Supports Intel® mPGA Socket 478 processors
 - Pentium® 4

➢ Supports 400 MHz Front Side Bus Frequency

➢ PC99, ACPI

➢ Ultra 33/66/100 (ATA 33/66/100)

➢ Supports Wake-On-LAN (WOL)

➢ Supports PC-133 Unbuffer SDRAM and ECC

➢ Supports ACPI Suspend Indicator

➢ Power-on by modem, alarm and PS/2 Keyboard

➢ Power failure resume

➢ Supports Suspend to RAM

➢ Supports onboard hardware monitoring and includes Hardware Doctor™ utility

➢ Supports AC97 Codec

➢ Easy CPU settings in BIOS with the "SOYO COMBO Setup"

 - CPU voltage adjust
 - CPU ratio adjust
 - CPU FSB adjust

➢ Supports multiple-boot function

➢ AGP 2.0 Compliant;
 AGP Connector supports:
 - 1.5V only AGP cards
 - 1X/2X/4X data transfer

➢ Supports Communication Networking Riser Slot (CNR 1.0 compliant) *

➢ Smart Card Reader

 - Compliant with Personal Computer Smart Card (PC/SC) Working Group standard

 - Compliant with smart card (ISO 7816) protocols

 - Supports card present detect

 - Supports Smart Card insertion power-on feature

➢ 3 x DIMM slots for SDRAM memory

➢ 1 x 32-bit AGP slot

➢ 6 x 32-bit bus master PCI slots

➢ 4 x USB ports onboard

➢ 1 x IrDA port

➢ ATX 12V power connector

➢ Promise IDE RAID

2 *Installation*

To avoid damage to your Motherboard, please follow these simple rules while handling this equipment:

● Before handling the Motherboard, ground yourself by touching on to an unpainted portion of the system's metal chassis.

● Remove the Motherboard from its anti-static packaging. Hold the motherboard by the edges and avoid touching its components.

● Check the Motherboard for damage. If any chip appears to be loose, press carefully to seat it firmly in its socket.

Follow the directions in this section which is designed to guide you through a quick and correct method to install your new **SY-P4ISR** Motherboard. For detailed information, please refer to the *SY-P4ISR Motherboard User's Manual and Technical Reference* online manual on the CD-ROM that came with your Motherboard.

Gather and prepare all necessary components to complete the installation successfully:

◆ Socket mPGA478 processor with built-in CPU cooling fan (boxed type)
◆ SDRAM module (s)
◆ Computer case with adequate power supply unit
◆ Monitor
◆ PS/2 Keyboard
◆ Pointing Device (PS/2 Mouse)
◆ Speaker(s) (optional)
◆ Disk Drives: HDD, CD-ROM, Floppy drive…
◆ External Peripherals: Printer, Plotter, and Modem (optional)
◆ Internal Peripherals: Modem and LAN cards (optional)
◆ VGA Card (AGP, PCI)

Install the Motherboard

Follow the steps below in order to perform the installation of your new **SY-P4ISR** Motherboard.

Step 1. Install the CPU

☑ ***Mark your CPU Frequency:*** Record the working frequency of your mPGA CPU that should be clearly marked on the CPU cover.

FSB 400MHz

☐ 1.5GHz (100 x 15.0)	☐ 1.6GHz (100 x 16.0)	☐ 1.7GHz (100 x 17.0)	☐ 1.8GHz (100 x 18.0)
☐ 1.9GHz (100 x 19.0)	☐ 2.0GHz (100 x 20.0)		☐

CPU Mount Procedure: To mount the Pentium® 4 Socket mPGA478 processor that you have purchased separately, follow these instructions.
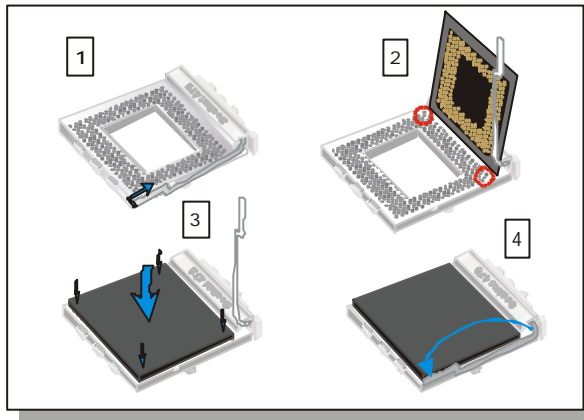
1. Lift the socket handle up to a vertical position.

2. Align the blunt edge of the CPU with the matching pinhole edge on the socket.

3. Seat the processor in the socket completely and without forcing.

4. Then close the socket handle to secure the CPU in place.

Remember to connect the CPU Cooling Fan to the appropriate power connector on the Motherboard. *The fan is a key component that stabilizes the system. It prevents the equipment from overheating and prolongs the life of your CPU.*

Step 2. Connections to the Motherboard

This section tells how to connect internal peripherals and the power supply to the Motherboard.

The internal peripherals consist of IDE devices (HDD, CD-ROM), Floppy Disk Drive, Chassis Fan, Front Panel Devices (ACPI LED, Internal Speaker, Reset Button, IDE LED, and KeyLock Switch.), Wake-On-LAN card, VGA card, Sound Card, and other devices.

For more details on connecting internal and external peripherals to your new SY-P4ISR Motherboard, please refer to *SY-P4ISR Motherboard User's Manual and Technical Reference* online manual on the CD-ROM.

Connectors and Plug-ins

CPU Cooling Fan: CPUFAN			Chassis Fan: CHAFAN			Wake-On-LAN Header: JP10		
Pin1	Pin2	Pin3	Pin1	Pin2	Pin3	Pin1	Pin2	Pin3
GND	12V	SENSOR	GND	12V	SENSOR	5VSB	GND	MP-Wakeup

Standard IrDA (Infrared Device Header): SIRCON					System Fan: SYSFAN		
Pin1	Pin2	Pin3	Pin4	Pin5	Pin1	Pin2	Pin3
VCC	NC	IRRX	GND	IRTX	GND	12V	SENSOR

USB3				USB4				
Pin1	Pin2	Pin3	Pin4	Pin6	Pin7	Pin8	Pin9	Pin10
5VSB	Data(-)	Data(+)	GND	5VSB	Data(-)	Data(+)	GND	GND

SMCARDCN													
Pin1	Pin2	Pin3	Pin4	Pin5	Pin6	Pin7	Pin8	Pin9	Pin10	Pin11	Pin12	Pin13	Pin14
VCC	NC	NC	NC	Scrfet	RST	CLK	NC	NC	Scrio	GND	Scrpres	NC	NC

Power LED			Key Lock	
Pin1	Pin2	Pin3	Pin1	Pin2
VCC	NC	GND	Control Pin	GND

Speaker			
Pin1	Pin2	Pin3	Pin4
VCC	NC	NC	Speaker out

HDD LED		ACPI LED		PWRBT		RESET	
Pin1	Pin2	Pin1	Pin2	Pin1	Pin2	Pin1	Pin2
LED Anode	LED Cathode	VCC3MEM	Control Pin	Power On/Off	GND	Power Good	GND

Power On/Off: PWRBT
Connect your power switch to this header (momentary switch type). *To turn off the system, press this switch and hold down for longer than 4 seconds.*

ATX 12V Power Supply: ATX PW
Attach the ATX 12V Power cable to three connector. (This motherboard requires an ATX 12V power supply, an AT and ATX power supply can NOT be used.) *When using the Power-On by PS/2 Keyboard function, please make sure the ATX power supply is able to provide at least 720mA on the 5V Standby lead (5VSB).*

Hardware Installation

PS. Power supply must be use ATX 12V specification.

A new superset of the original ATX power supply is now defined. Named "ATX 12V," this new power supply is comprised of a standard ATX unit plus the following enhancements:

● <u>Increased +12 VDC output capability</u>. Mother board components with unique voltage requirements are increasingly expected to be powered via DC/DC converters off the +12 VDC power supply output. This trend is due primarily to the higher power conversion and transmission efficiencies of +12 VDC relative to +5 VDC or +3.3 VDC. ATX12V power supplies should be designed to accommodate these increased +12 VDC current requirements and to address associated issues such as cross-regulation, capacitive loading, transient surge tolerance, cable voltage drop, and cooling.

● <u>New +12 V power connector</u>. To enable the delivery of more +12 VDC current to the motherboard, a new 4-pin receptacle/header combination--the + 12 V power connector–has been defined. **The presence of the +12 V power connector indicates that a power supply is ATX12V; the absence of the +12 V power connector indicates that a supply is ATX.**

Hardware Installation

Step 3.　Configure Memory

Directly supports one SDR SDRAM channel, 64b wide (72b with ECC), providing support max of 3 Double-Sided DIMMs with unbuffered PC133, No reqistered DIMM support. *The largest memory capacity possible is 3GB using 512Mb technology maximum memory bandwidth of 1GB/s with PC133.* On this motherboard, DRAM speed can be set independent from the CPU front side bus speed. Depending on the DRAM clock speed setting in the BIOS setup.

Memory Configuration Table
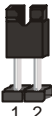
Number of Memory Modules	DIMM 1	DIMM 2	DIMM 3
RAM Type	SDRAM		
Memory Module Size (MB)	32/64/128/256/512 MB/1 GB		

Step 4.　On Board Audio Codec Enable/Disable (SW1)

SW1	Pin 1	Pin 2
Enable	On	On
Disable	Off	Off
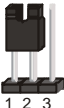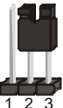
Step 5. CNR MR Card-CODEC OPTION (JP4)

CNR MR Card-CODEC OPTION	Primary	Secondary
JP4 Setting	**Open JP4** 1 2	**Short JP4** 1 2

Step 6. RAID_IDE(IDE3,4) Function Selector

1.   Short pin 1-2 enables RAID function on IDE 3,4 port.

2.   Short pin 2-3 enables regular IDE, RAID function is disabled.
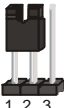
IDE 3,4 will function as normal IDE port (need to install Ultra Family Driver), please check page 107.

RAID Function	Enable	Disable
RAID_IDE	Short pin 1-2 to support RAID 0 or 1 1 2 3	Short pin 2-3 support Ultra 33/66/100 1 2 3

CMOS Clear (JP5)

In some cases the CMOS memory may contain wrong data, follow the steps below to clear the CMOS memory.

1.   Clear the CMOS memory by momentarily shorting pin 2-3 on jumper JP5. This jumper can be easily identified by its white colored cap.

2.   Then put the jumper back to 1-2 to allow writing of new data into the CMOS memory.

CMOS Clearing	Clear CMOS Data	Retain CMOS Data
JP5 Setting	Short pin 2-3 for at least 5 seconds to clear the CMOS 1 2 3	Short pin 1-2 to retain new settings 1 2 3
Note: You must unplug the ATX power cable from the ATX power connector when performing the CMOS Clear operation.		

Hardware Installation

3 *Quick BIOS Setup*

This Motherboard does not use any hardware jumpers to set the CPU frequency. Instead, CPU settings are software configurable with the BIOS **[SOYO COMBO FEATURE].** The [SOYO COMBO FEATURE] combines the main parameters that you need to configure, all in one menu, for a quick setup in BIOS.

After the hardware installation is complete, turn the power switch on, then press the **<DEL>** key during the system diagnostic checks to enter the Award BIOS Setup program. The CMOS SETUP UTILITY will be shown on the screen. Then, follow these steps to configure the CPU settings.

Step 1. Select [STANDARD CMOS SETUP]

Set [Date/Time] and [Floppy drive type], then set [Hard Disk Type] to "Auto".

Step 2. Select [LOAD OPTIMIZED DEFAULTS]

Select the "LOAD OPTIMIZED DEFAULTS" menu and type "Y" at the prompt to load the BIOS optimal setup.

Step 3. Select [SOYO COMBO FEATURE]

Set the **[CPU Frequency Select]** field to "Manual", to be able to change the CPU frequency 1 MHz stepping.

Step 4. Select [SAVE & EXIT SETUP]

Press **<Enter>** to save the new configuration to the CMOS memory, and continue the boot sequence.

Quick BIOS Setup

4   *The SOYO CD*

The SOYO-CD will NOT autorun if you use it on an Operating System other than Windows 95/98/98SE/ME.

Your SY-P4ISR Motherboard comes with a CD-ROM labeled "SOYO CD." The SOYO CD contains (1) the user's manual file for your new Motherboard, (2) the drivers software available for installation, and (3) a database in HTML format with information on SOYO Motherboards and other products.

Step 1.   Insert the SOYO CD into the CD-ROM drive

If you use Windows NT or 2000, the SOYO-CD will not detect your motherboard type. In that case the following dialog will pop up, please choose your motherboard and press OK. Now the SOYO-CD Start Up Menu will be shown.

Please Select Your Board   ✕

P4ISR

OK   Cancel
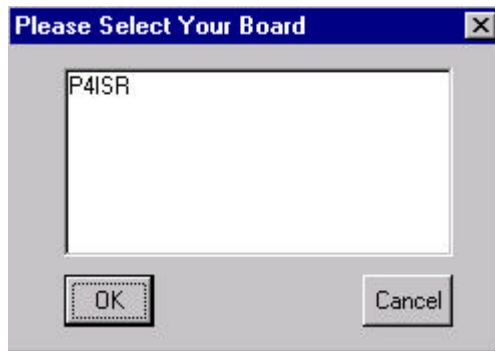
(SOYO CD Start Up Program Menu)

If you use Windows 95/98/98SE/ME, the SOYO CD Start Up Program automatically detects which SOYO Motherboard you own and displays the corresponding model name.
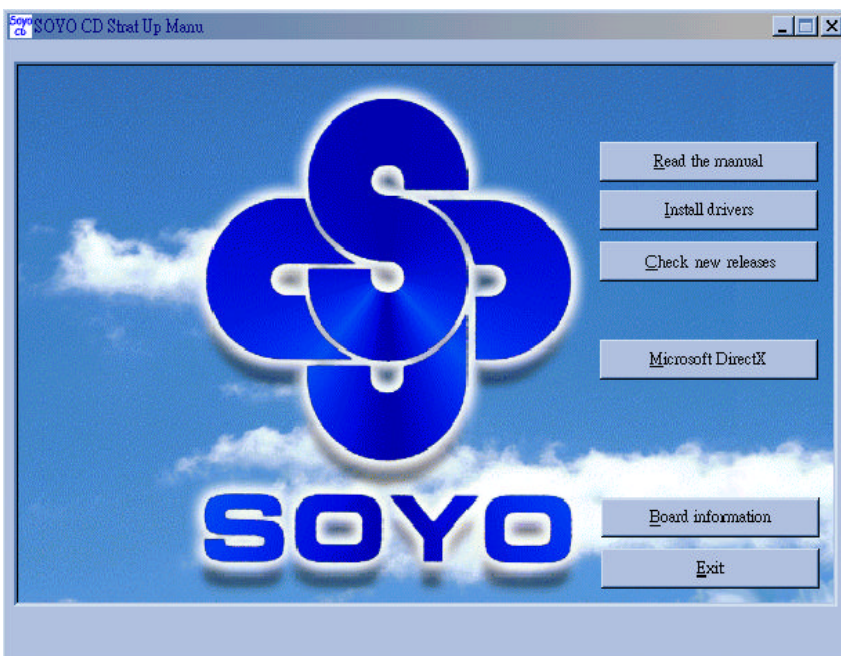
The user's manual files included on the SOYO CD are in PDF (Postscript Document) format. In order to read a PDF file, the appropriate Acrobat Reader software must be installed in your system.

Note: The Start Up program automatically detects if the Acrobat Reader utility is already present in your system, and otherwise prompts you on whether or not you want to install it. You must install the Acrobat Reader utility to be able to read the user's manual file. Follow the instructions on your screen during installation, then once the installation is completed, restart your system and re-run the SOYO CD.

Step 2. Install Drivers and Utilities

Click the *Install Drivers* button to display the list of drivers software that can be installed with your Motherboard. The Start Up program displays the drivers available for the particular model of Motherboard you own. We recommend that you only install those drivers.

The SOYO CD

driver	revision:
Intel Chipset Software Installation Utility for Win 98/98SE/ME/NT/XP **Intel Application Accelerator for Win 98/98SE/ME/NT/XP** **Avance Onboard Audio Driver and Applications for Win 9x/ME/2000/NT** **P4ISR ITE hardware doctor for Win 9x/ME/2000/NT** **ITE SIM card reader driver for Win 9x/ME/2000/NT(english)** **ITE SIM card reader driver for Win 9x/ME/2000/NT(chinese)** **FastCheck Monitoring Utility for Win 9x/ME/2000/NT**	

Cancel   OK

(Driver Installation Menu)

A short description of all available drivers follows:

➢ **Intel Chipset Software Installation Utility for Win 98/98SE/ME/NT/XP**

Windows 95 and 98 will not recognize the new INTEL i845 chipset properly. To update the necessary .inf files that will help Windows recognize the i845 chipset, please run this utility.

➢ **Intel Application Accelerator for Win 98/98SE/ME/NT/XP**

The Intel(R) Application Accelerator is designed to improve performance of the storage sub-system and overall system performance. This software delivers improved performance through several ingredient technologies(components). Certain components will be available only on Pentium(R) 4 processor-based systems running Microsoft* Windows* 2000 Professional. Software installation is flexible and fully automated for Microsoft * Windows* 98, Windows 98 Second Edition(SE), Windows* 98 Millennium Edition(Me), Windows NT* 4.0, and Windows 2000 operating systems.

➢ **Avance Onboard Audio Driver and Applications for Win 9x/ME/2000/NT**

This Onboard Audio drivers for Windows 9x/ME/2000/NT. You have to install the drivers before installing any application for the Onboard Audio.

➢ **P4ISR ITE hardware doctor for Win 9x/ME/2000/NT**

Your motherboard comes with a hardware monitoring IC. By installing this utility Temperature, Fan speed and Voltages can be monitored. It is also possible to set alarms when current system values exceed or fall below pre-set values.

➢ **ITE SIM card reader driver for Win 9x/ME/2000/NT(english)**

If you have reader card, it must be installed.

➢ **ITE SIM card reader driver for Win 9x/ME/2000/NT(chinese)**

If you have reader card, it must be installed.

The SOYO CD

➢   **FastCheck Monitoring Utility for Win 9x/ME/2000/NT**

The FastCheck Monitoring utility is used to monitor or perform maintenance on a FastCheck Mirrored (RAID 1) or Striped/Mirrored (RAID 0/1) array. Visual and audible messages are available to warn of possible problems with the disk array or controller.

Select which driver you want to install and click *OK,* or click *Cancel* to abort the driver installation and return to the main menu.

Note : Once you have selected a driver, the system will automatically exit the SOYO CD to begin the driver installation program. When the installation is complete, most drivers require to restart your system before they can become active.

Step 3.   Check the Latest Releases

Click the 'Check the latest Releases' button to go the SOYO Website to automatically find the latest BIOS, manual and driver releases for your motherboard. This button will only work if your computer is connected to the internet through a network or modem connection. Make sure to get your modem connection up before clicking this button.

The SOYO CD

5 *PROMISE RAID Family Driver Installation*

Note: **When you need to use RAID function on IDE3 and 4, you must connect compatible IDE device with slot IDE3 and 4.**

Promise RAID Family Drivers for Windows 98SE

1. Move cursor to my computer icon.
2. Press mouse right button then press "properties".
3. Press "Device Manager".
4. You will see an exclamation mark of yellow color at PCI RAID Controller.
5. Click it.
6. Press driver then press update driver.
7. Press next then press next.
8. The RAID driver path is in SOYO CD: \Raid\Promise\Raid Family Driver\Win9x-ME.

Promise RAID Family Drivers for Windows ME

1. Move cursor to my computer icon.
2. Press mouse right button then press "properties".
3. Press "Device Manager".
4. You will see an exclamation mark of yellow color at PCI RAID Controller.
5. Click PCI RAID Controller.
6. Press driver then press update driver.
7. The RAID driver path is in SOYO CD: \Raid\Promise\Raid Family Driver\Win9x-ME.

Promise RAID Family Drivers for Windows 2000

1. First, please copy all files of folder under SOYO CD: \Raid\promise\Raid Family Driver\Win2000, and Fasttrak, readme.txt, and txtsetup.oem, 3 files under SOYO CD: \Raid\promise\Raid Family Driver\ to floppy disk for Win2000 Raid install.
2. When you into the system install screen, press "F6" key first.
3. Then press "S" key.
4. Insert floppy disk for 2000 driver to "A:" disk, then press "Enter" to continue.

Promise Raid
Family Driver
Installation

5.   Select "Win2000 Promise Fasttrak 100 (tm) Lite Controller" then press "Enter".

6.   Press "Enter" to continue 2000 setup.

Promise RAID Family Drivers for Windows NT 4.0

1.   First, please copy all files of folder under SOYO CD: \Raid\promise\Raid Family Driver\NT4, and Fasttrak, readme.txt, and txtsetup.oem, 3 files under SOYO CD: \Raid\promise\Raid Family Driver\ to floppy disk for WinNT Raid install.

2.   When you into the system install screen, press "F6" key first.

3.   Then press "S" key.

4.   Select "Other", then press "Enter".

5.   Insert floppy disk for NT driver to "A:" disk, then press "Enter".

6.   Select "WinNT Promise Fasttrak 100 (tm) Lite Controller" then press "Enter".

7.   Press "Enter" to continue NT setup.

Promise Raid
Family Driver
Installation

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6 *Ultra Family Driver Installation*

Note: **When you need to use regular IDE function on IDE3 and 4, you must connect compatible IDE device with slot IDE3 and 4.**

Ultra Family Driver for Windows 98SE

1. Move cursor to my computer icon.
2. Press mouse right button, then press "properties".
3. Press "Device Manager".
4. You will see an exclamation mark of yellow color at PCI mass storage controller in other devices.
5. Click it.
6. Click "Driver" button, then click "Update Driver" button.
7. Press next, then press next.
8. The ultra family driver path is in SOYO CD: \Raid\Promise\ultra family Driver\Win95-98.
9. Click OK, then restart your system.

Ultra Family Driver for Windows NT4.0

1. First, please copy all files of folder under SOYO CD: \Raid\promise\Ultra Family Driver\NT4, and Ultra, readme.txt, and txtsetup.oem, 3 files under SOYO CD: \Raid\promise\Ultra Family Driver\ to floppy disk for WinNT Ultra100 install.
2. When you into the system install screen, press "F6" key first.
3. Then press "S" key.
4. Select "Other", then press "Enter".
5. Insert floppy disk for NT driver to "A:" disk, then press "Enter".
6. Select "WinNT Promise Ultra100 (tm) Controller(PDC20265R)", then press "Enter".
7. Press "Enter" to continue NT setup.

Ultra Family Driver for Windows ME

1. Move cursor to my computer icon.
2. Press mouse right button, then press "properties".
3. Press "Device Manager".
4. You will see an exclamation mark of yellow color at PCI mass storage controller in other devices.
5. Click it.

Ultra Family
Driver
Installation

6.   Click "Driver" button, then click "Update Driver" button.

7.   Select specify the location of the driver [Advanced], then click next..

8.   The ultra family driver path is in SOYO CD: \Raid\Promise\ultra family Driver\WINME.

9.   Click finish, then restart your system.

Ultra Family Driver for Windows 2000

1.   First, please copy all files of folder under SOYO CD: \Raid\promise\Ultra Family Driver\Win2000, and Ultra, readme.txt, and txtsetup.oem, 3 files under SOYO CD: \Raid\promise\Ultra Family Driver\ to floppy disk for Win2000 Ultra100 install.

2.   When you into the system install screen, press "F6" key first.

3.   Then press "S" key.

4.   Insert floppy disk for 2000 driver to "A:" disk, then press "Enter" to continue.

5.   Select "Win2000 Promise Ultra100 (tm) Controller(PDC20265R)", then press "Enter".

6.   Press "Enter" to continue 2000 setup.

Ultra Family
Driver
Installation

Quick Trouble shoot tips

Video (no display) related issues

I built a new computer system using a Soyo board and nothing happens when turning it on, no video and no beeps from the PC speaker. What is happening and how can it be fixed?

No screen and no beeps mean that your CPU and motherboard do not work at all. It could be that the CPU is not seated correctly or that a component on the M/B is grounded (shorted) with the case. Also make sure to check the voltage setting switch (110V/220V) on the back of the power supply. To isolate the problem do the following:

1. Press and hold down on the "Ins" (insert) key while turning on the computer until you get video. If you do not get video then,

2. Double-check jumpers setting on you motherboard and remove all add-on cards, unplug all hard-disk and floppy-disk drive cables and see if you can hear some beeps. If you still do not get any beeps, then try putting the motherboard on the table (to is olate it from the case) with the CPU and speaker only, and give it one more try.

I hear a series of beeps and I do not get anything from my monitor. What could be wrong?

The following lists some basic beep codes and their possible meanings:

- One long beep and 3 very short beeps - The video card is not detected by the motherboard. Please re-seat your video card. If you are using an AGP card, please push your AGP card down real hard. You may have to push VERY hard without the AGP card mounting screw. Make sure not to insert the card the other way around.

- Continuous beeps – One or more of the memory modules is not seated correctly in its socket.

My PCI VGA card works fine with my system, but when I put in a new AGP card, it does not give me any video. Is my AGP slot bad?

This is a common problem with AGP video cards. The reason is that your AGP card did not get seated into the AGP slot fully and firmly. Please push your AGP card down into the socket real hard, it should snap twice. You may have to unscrew the AGP card to allow the card to go further down. Do take care not to damage the card by using too much force.

I get distorted video my AGP card right after I save my bios. Why is that?

The cause is likely that your AGP card is not running at the correct bus speed. To fix this, please clear the CMOS via JP5 and if it still does not work, please upgrade your motherboard bios to the latest version.

BIOS Issues

Where can I find the BIOS revision of my mainboard?

It will be displayed on the up-left corner on the screen during boot-up. It will show as your board type followed by the revision number, such as 5EH_2CA1 (meaning revision 2CA1 for the SY-5EH board) or 6BA+ IV_2AA2 which means SY-6BA+ IV motherboard with 2AA2 bios.

Where can I find the latest BIOS of my motherboard?

Please go to the technical support page of one of the SOYO websites (Taiwan: www.soyo.com.tw), and look up your motherboard to find the latest BIOS revision.

Hard disk, floppy drive, CD-ROM etc

When I boot up my new computer I got "floppy boot failure" and the LED on the floppy stays on

Make sure the red wire of floppy ribbon cable goes to Pin1 on the floppy drive side (don't trust the "key lock" or "notch") and use the end-connector of the cable (don't use middle one).

Modem issues

I get an "I/O Conflict" message when I turn on my system and I can not get my modem to work

What you need to do is to disable 'COM2' (or UART2 or serial port 2) in the bios under integrated peripheral setup.

I have installed my modem drivers several times and I still cannot get my modem to work. Why?

If you are sure that the modem driver has been installed correctly, then you need to install the south bridge driver from the SOYO CD, this is because Windows does not properly recognize relatively new chipsets.

Audio Issues

I do not get any sound from my sound card. What could be wrong?

Please make sure the speaker is connected to the speaker out port on your sound card.

In Device Manager, I keep getting yellow exclamation signs on my sound port even though I have installed my sound driver several times and I could not get my sound card to work. What is wrong?

It is likely that you did not have the correct driver installed. If you are sure that the correct sound driver has been installed, then please install the 'south bridge' driver for the motherboard.

The sound is working in my system, but when I play CD music from the CD-ROM, I do not get any sound. What is wrong?

This is because the 3-wire audio cable from the CD-ROM to the sound card is not connected or it is loose.

The sound and everything else works fine except that the recorder and microphone do not work. What is wrong?

This is because the recorder and microphone in the Windows are not enabled. Please go to sound properties and enable them.

Lock up (freeze)

When I boot up my system, everything works fine. It sees my CPU and memory, detects my hard drive, floppy drive and CD-ROM but locks up at "Verify DMI pool data... ", and it won't go any further. What should I do?

Please clear the CMOS via JP5 then choose 'load optimized defaults' in the bios and save the bios and exit. Next, unplug all other add-on cards except the video card and floppy drive controller, and see if it can boot from floppy. Then put back the peripherals one by one to identify which one causes the lockup.

I can not get my board to run properly.

Please make sure you have the latest bios and driver from the SOYO web site at: http://www.soyo.com

How to contact us:
- If you are interested in our products, please contact the SOYO sales department in the region you live.
- If you require Technical Assistance, please contact our Technical Support in the region you live.

SOYO prefers Email as communication medium, remember to *always add to the email the country that you live in*.

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