



SY-P4X400 DRAGON Lite Motherboard

Quick Start Guide

Introduction

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Installation**

**Quick BIOS
Setup**

The SOYO CD

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Installation**

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Installation**



Congratulations on your new purchase of **SOYO P4X400 Series** motherboard for the Intel platform!

This new motherboard offers support for ultra fast DDR400 memory. However, since DDR400 is not a JEDEC (The Joint Electron Device Engineering Council) approved memory specification, some users might experience DDR400 incompatibilities as a result of discrepancy in memory manufacturing.

In an effort to provide our customers the highest product quality and performance, SOYO has tested a number of memory modules to ensure compatibility. Please visit our web site at <http://www.soyousa.com/products/proddesc.php?id=159> for information on Recommended Memory.

In some cases BIOS upgrade might be required to take advantage of this new feature. Please refer to our Support section on the web site for more information.

SY-P4X400 DRAGON Lite Motherboard

mPGA Socket 478 processors
VIA P4X400 AGP/PCI Motherboard
533/400 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>".

P4X400 DRAGON Lite Serial - Version 1.0 - Edition: September 2002

* These specifications are subject to amend without notice

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1 Introduction

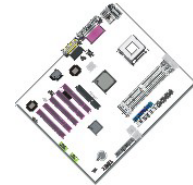
Congratulations on your purchase of the **SY-P4X400 DRAGON Lite** Motherboard. This *Quick Start Guide* illustrates the steps for installing and setting up your new Motherboard.

This guide provides all users with the basic steps of Motherboard setting and operation. For further information, please refer to the *SY-P4X400 DRAGON Lite Motherboard User's Manual* that came with your Motherboard.

Unpacking

When unpacking the Motherboard, check for the following items:

◆ The SY-P4X400 DRAGON Lite AGP slot/PCI Motherboard



◆ This Quick Start Guide



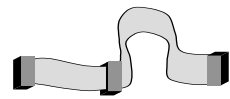
◆ The Installation CD-ROM



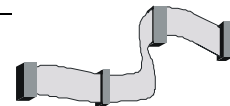
◆ SOYO Bonus Pack CD-ROM



◆ One IDE Device ATA 100 Flat Cable



◆ One Floppy Disk Drive Flat Cable



◆ One SPDIF Audio connector Card (optional)



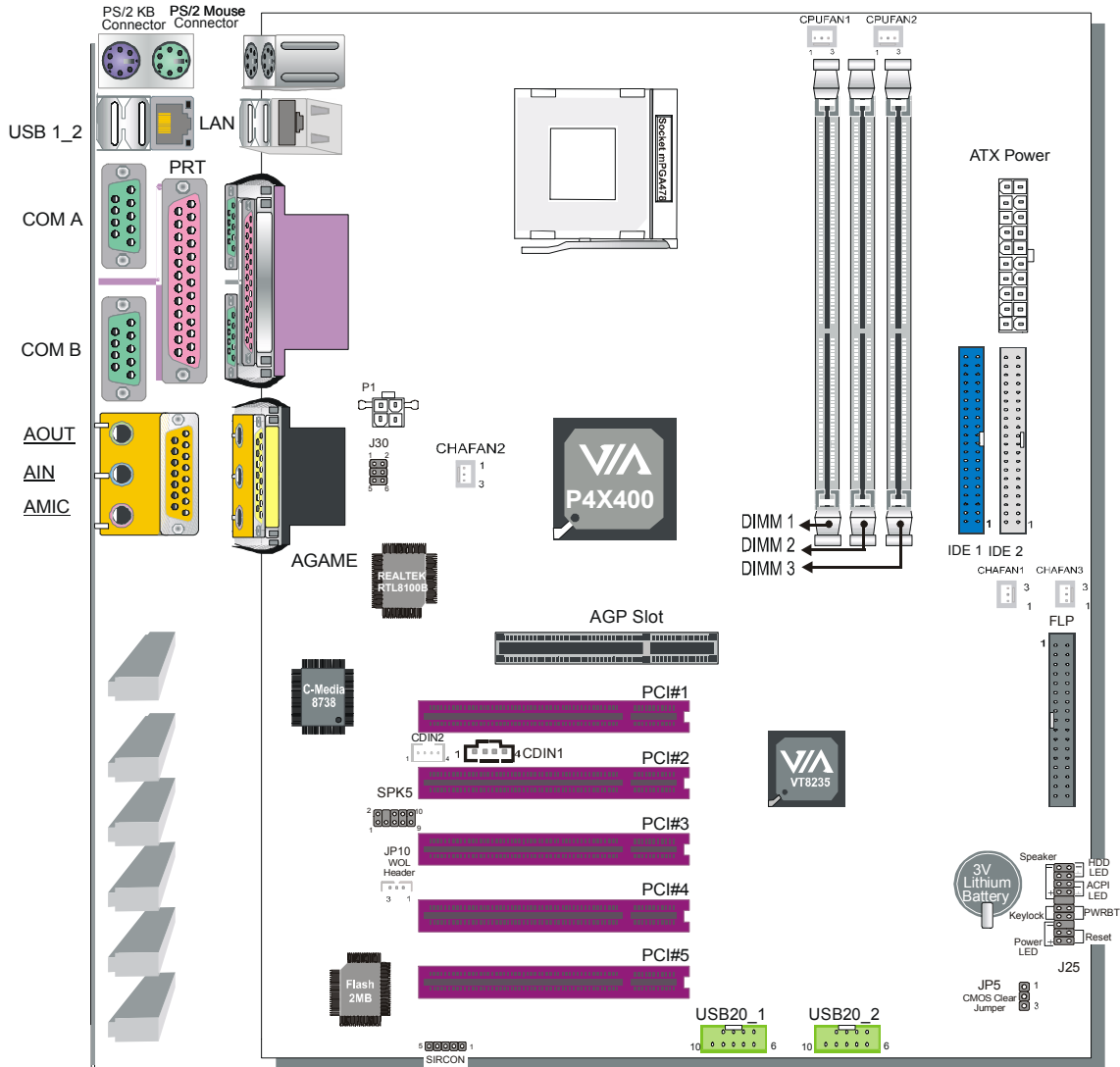
◆ One Back Panel



◆ One Heat Sink Compound



SY-P4X400 DRAGON Lite Motherboard Layout



Key Features

- Supports Intel® mPGA Socket 478 processors
 - Pentium® 4
- Supports 533/400 MHz Front Side Bus Frequency
- PC99, ACPI
- Ultra 33/66/100/133 (ATA 33/66/100/133)
- Supports Wake-On-LAN (WOL)
- Supports PC1600/PC2100/PC2700 Unbuffer DDR SDRAM
- 3 x DIMM slots for DDR SDRAM memory, max RAM side up to 3GB
- 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
- On-board Audio support 2/4/5.1 Channel
- Support 5.1 SPDIF card (optional)
- Easy CPU settings in BIOS with the “SOYO COMBO Setup”
 - CPU FSB frequency
 - CPU multiplier
 - CPU Vcore voltage
 - DDR RAM Clock
 - AGP Voltage
 - DDR Voltage
- Supports multiple-boot function
- AGP slot (AGP 3.0 Compliant); AGP slot Connector supports:
 - 1.5V only AGP slot cards
 - 4X/8X data transfer
- 1 x 32-bit AGP slot
- 5 x 32-bit bus master PCI slots
- 6 x USB2.0 (Universal Serial Bus) connectors
- 1 x IrDA port
- Support ATX 12V power or ATX power

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-P4X400 DRAGON Lite** Motherboard. For detailed information, please refer to the *SY-P4X400 DRAGON Lite 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)
- ◆ DDR 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 slot, PCI)

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Install the Motherboard

We will now begin the installation process. Please follow the step-by-step procedure designed to lead you to a complete and correct installation.

Step 1- Install the Central Processing Unit (CPU)

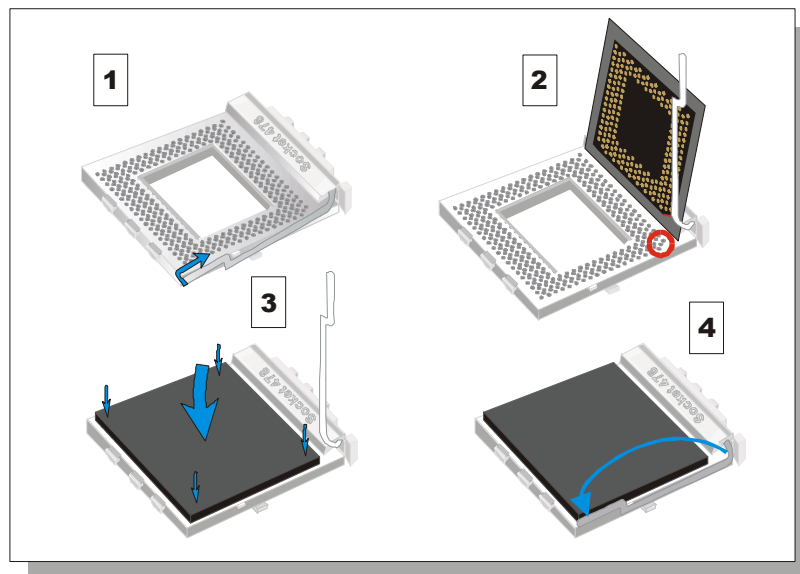
Step 2- Install memory modules

Step 3- Install expansion cards

Step 4- Connect cables, case wires, and power supply

Step 1. Install the CPU

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. Configure Memory

Your board comes with three DIMM sockets, providing support for up to 3GB of main memory using unbuffered and non-ECC DIMM modules from 128MB to 1GB. 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, appropriate memory modules must be used. For 133MHz DRAM speed, use PC2100 memory; for 166MHz DRAM speed, use PC2700 memory.

Memory Configuration Table

| Number of Memory Modules | DIMM 1 | DIMM 2 | DIMM 3 |
|--------------------------|---------------------------|--------|--------|
| RAM Type | DDR RAM | | |
| Memory Module Size (MB) | 128 / 256 / 512 / 1024 MB | | |

Step 3. Install Expansion Card

The motherboard has 1 AGP slot and 5 PCI slots.

1. Read the related expansion card's instruction document before inserting the expansion card into the computer.
2. Press the expansion card firmly into expansion slot in motherboard.
3. Be sure the metal contacts on the card are indeed seated in the slot.
4. Replace the screw to secure the slot bracket of the expansion card.
5. Install related driver from the operating system.



Note: Only AGP card with 1.5 volts can be used in this M/B. Using 3.3 volts AGP card will damage your motherboard.

Step 4. Connections to the Motherboard

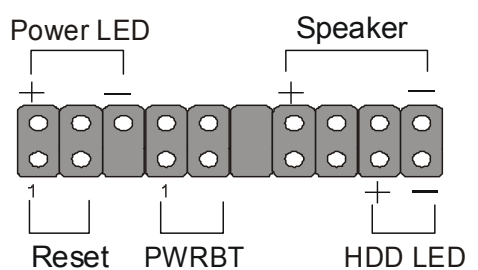
This section tells how to connect internal peripherals and the power supply to the Motherboard.

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-P4X400 DRAGON Lite Motherboard, please refer to *SY-P4X400 DRAGON Lite Motherboard User's Manual and Technical Reference* online manual on the CD-ROM.

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Connectors and Plug-ins

| Wake-On-LAN Header: JP10 | | | Standard IrDA (Infrared Device Header): SIRCON | | | | | | |
|---|-------------|--------------|--|--------------------------|-----------|-----------|------|--------|--------|
| Pin1 | Pin2 | Pin3 | Pin1 | Pin2 | Pin3 | Pin4 | Pin5 | | |
| 5VSB | GND | MP-Wakeup | VCC | NC | IRRX | GND | IRTX | | |
| MIC & LED Connector : J30 | | | | | | CD SPDIF | | | |
| Pin1 | Pin2 | Pin3 | Pin4 | Pin5 | Pin6 | Pin1 | Pin2 | | |
| Line_Out_L | Line_Out_R | MIC IN | GND | LAN_LINK_LED | VCC | SPDIF IN2 | GND | | |
| SPK 5 | | | | | | | | | |
| Pin1 | Pin2 | Pin3 | Pin4 | Pin5 | Pin6 | Pin7 | Pin8 | Pin9 | Pin10 |
| SPDIF OUT | SPDIF IN1 | +5VA | NC | Center OUT | BASS OUT | GND | GND | REAR_R | REAR_L |
| USB20_1 | | | | | | | | | |
| Pin1 | Pin2 | Pin3 | Pin4 | Pin6 | Pin7 | Pin8 | Pin9 | Pin10 | |
| Power | Data(-) | Data(+) | GND | Power | Data(-) | Data(+) | GND | GND | |
| USB20_2 | | | | | | | | | |
| Pin1 | Pin2 | Pin3 | Pin4 | Pin6 | Pin7 | Pin8 | Pin9 | Pin10 | |
| Power | Data(-) | Data(+) | GND | Power | Data(-) | Data(+) | GND | GND | |
| CPU Cooling Fan: CPUFAN1 | | | | CPU Cooling Fan: CPUFAN2 | | | | | |
| Pin1 | Pin2 | Pin3 | Pin1 | Pin2 | Pin3 | | | | |
| GND | 12V | SENSOR | GND | 12V | NC | | | | |
| Chassis Fan: CHAFAN1 | | | | Chassis Fan: CHAFAN2/3 | | | | | |
| Pin1 | Pin2 | Pin3 | Pin1 | Pin2 | Pin3 | | | | |
| CONTROL | 12V | SENSOR | GND | 12V | NC | | | | |
| CD-IN: CDIN1/CDIN2 | | | | | Pin1 | Pin2 | Pin3 | Pin4 | |
| Connect the CD Line-in cord from the CR-ROM device to the matching connector CDIN | | | | | CDIN1 | L | G | G | R |
| | | | | | CDIN2 | G | L | G | R |
|  | | | | | Power LED | | | | |
| | | | | | Pin1 | Pin2 | Pin3 | | |
| | | | | | VCC | NC | GND | | |
| | | | | | Speaker | | | | |
| Pin1 | Pin2 | Pin3 | Pin4 | | | | | | |
| VCC | NC | NC | Speaker out | | | | | | |
| HDD LED | | PWRBT | | RESET | | | | | |
| Pin1 | Pin2 | Pin1 | Pin2 | Pin1 | Pin2 | | | | |
| LED Anode | LED Cathode | Power On/Off | GND | Control PIN | GND | | | | |

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| Power On/Off: PWRBT |
|--|
| <p>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.</p> |
| ATX 12V Power Supply: ATXPW |
| <p>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.) <i>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).</i></p> |

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

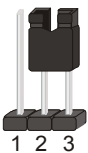
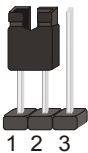
A new superset of the original ATX power supply is now defined. Named "ATX 12V," this new power supply is comprised of a standard ATX unit plus the following enhancements:

- Increased +12 VDC output capability. 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.
- New +12 V power connector. 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.**

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. Its white colored cap can easily identify this jumper.
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 | <p>Short pin 2-3 for at least 5 seconds to clear the CMOS</p>  | <p>Short pin 1-2 to retain new settings</p>  |
| <p><i>Note: You must unplug the ATX power cable from the ATX power connector when performing the CMOS Clear operation.</i></p> | | |

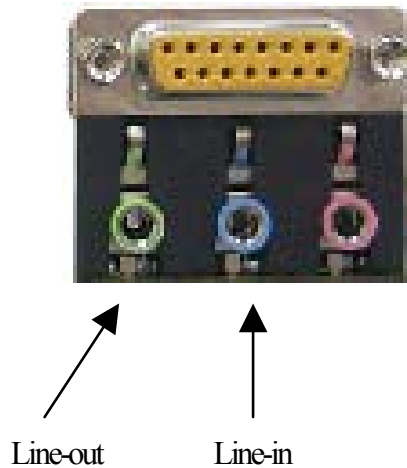
Hardware Installation

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Audio Speakers connections

When using 2 channel speaker, connect the speaker cable to line-out.

If you're using 4 channel speaker, connect the front L/R speakers to line-out and rear L/R speakers to Line-in. make sure to set the audio software for 4 channel speaker system. Don't forget to set the Audio Rack software to 4 channel system.



Audio Upgrade

The standard configuration of P4X400 DRAGON Lite motherboard supports 2 or 4-channel audio. To upgrade your DRAGON Plus on-board audio to 5.1-channel and enjoy digital sound quality, simply add a SPDIF audio connector to the motherboard.

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 **** 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 FEATURE]

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]

Move the cursor to the **[CPU Frequency Select]**, **[CPU Ratio]** field to set CPU Clock/Ratio.

Note: 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.

4 The SOYO CD



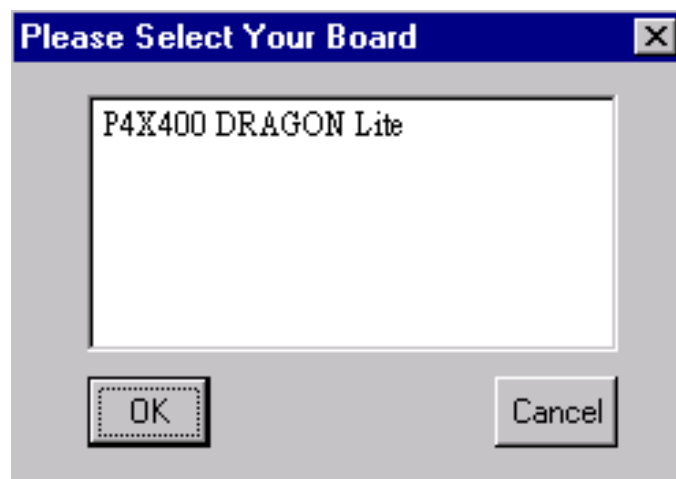
The SOYO-CD will Auto Run only in Windows Base Operating System.

Your SY-P4X400 DRAGON Lite Motherboard comes with a CD-ROM labeled "SOYO CD." The SOYO CD contains

- a. The user's manual for your new motherboard – in PDF format,
- b. The drivers software available for installation, and
- c. 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 2000, NT or XP, 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.



(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, once the installation is complete, restart your system and re-run the SOYO CD.

Step 2. Install Drivers and Utilities

The following drivers need to be installed in order for the system to operate properly

1. VIA4 in 1 driver.
2. C-Media 8738 audio driver. – Only required if you are using the onboard audio.
3. VIA USB 2.0 driver.
4. Realtek 8100b LAN driver. Should be installed manually.

The rest of the available drivers are optional.

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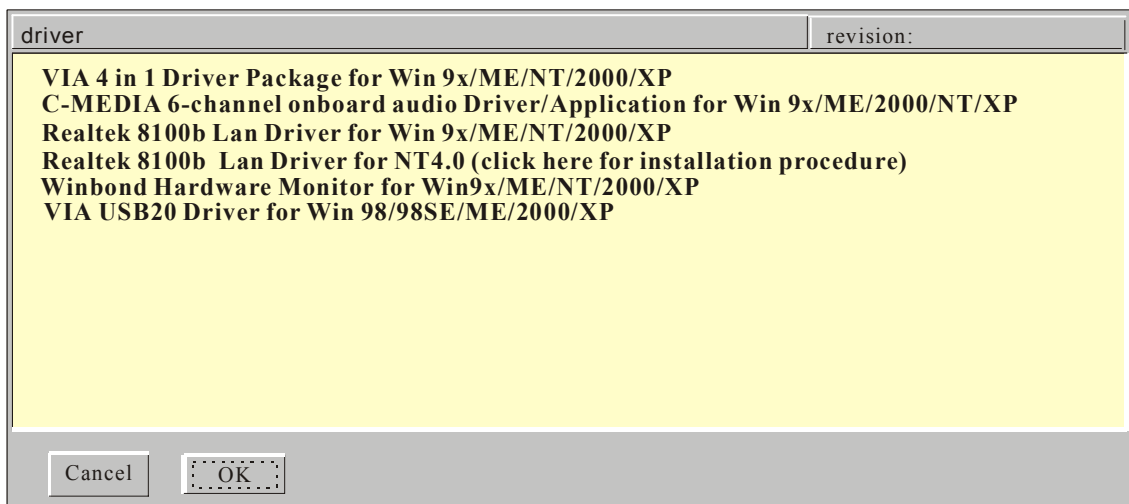
Click the **Install Drivers** button to display the list of drivers software that can be installed with your motherboard. The Start Up program displays the drivers available for the particular model of motherboard you own. We recommend that you only install those drivers.

(Driver Installation Menu)

A short description of all available drivers follows:

➤ **VIA 4 in 1 Driver Package for Win 9x/ME/NT/2000/XP**

VIA4 In 1 driver includes four system drivers to improve the performance and maintain the stability of



systems using VIA chipsets. These four drivers are:

VIA Registry (INF) Driver, VIAAGP VxD driver, VIAATAPI Vendor Support Driver and VIA PCI IRQ Miniport Driver. For Windows NT users, the VIA IDE Bus Mastering driver is the only driver to be installed in your system.

A description of 4 drivers followa:

— **Bus Master PCI IDE Driver**

The ATAPI IDE driver enables the performance enhancing bus mastering functions on ATA-capable Hard Disk Drives and ensures IDE device compatibility.

— **AGP VxD Driver**

VIAAGP VxD Driver is to be installed if you are using an AGP VGA device. VIAGART.VXD will provide service routines to your VGA driver and interface directly to hardware, providing fast graphical access.

— **VIA Chipset Functions Registry**

VIA Registry (INF) Driver is to be installed under Windows. The driver will enable the VIA Power Management function.

— **IRQ remapping utility (This driver is installed automatically)**

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VIA PCI IRQ Miniport Driver is to be installed under Windows 98 only, it sets the system's PCI IRQ routing sequence.

➤ **C-MEDIA 6-channel onboard audio Driver/Application for Win 9x/ME/2000/NT/XP**

1. The driver supports 2/4/5.1 speakers 3D positional audio.
2. The application is include **CD Player/MIDI Player/MP3/Wave Player/Mixer** with the control over your PC's audio functions.

➤ **Realtek 8100b Lan Driver for Win 9x/ME/NT/2000/XP**

This Program is for install Driver to use Realtek Lan function.

➤ **Winbond Hardware Monitor for Win 9x/ME/NT/2000/XP**

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.

➤ **VIA USB2.0 Driver for Win 98/98SE/ME/2000/XP**

This setup program will install the driver for VIA USB 2.0 Host 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.

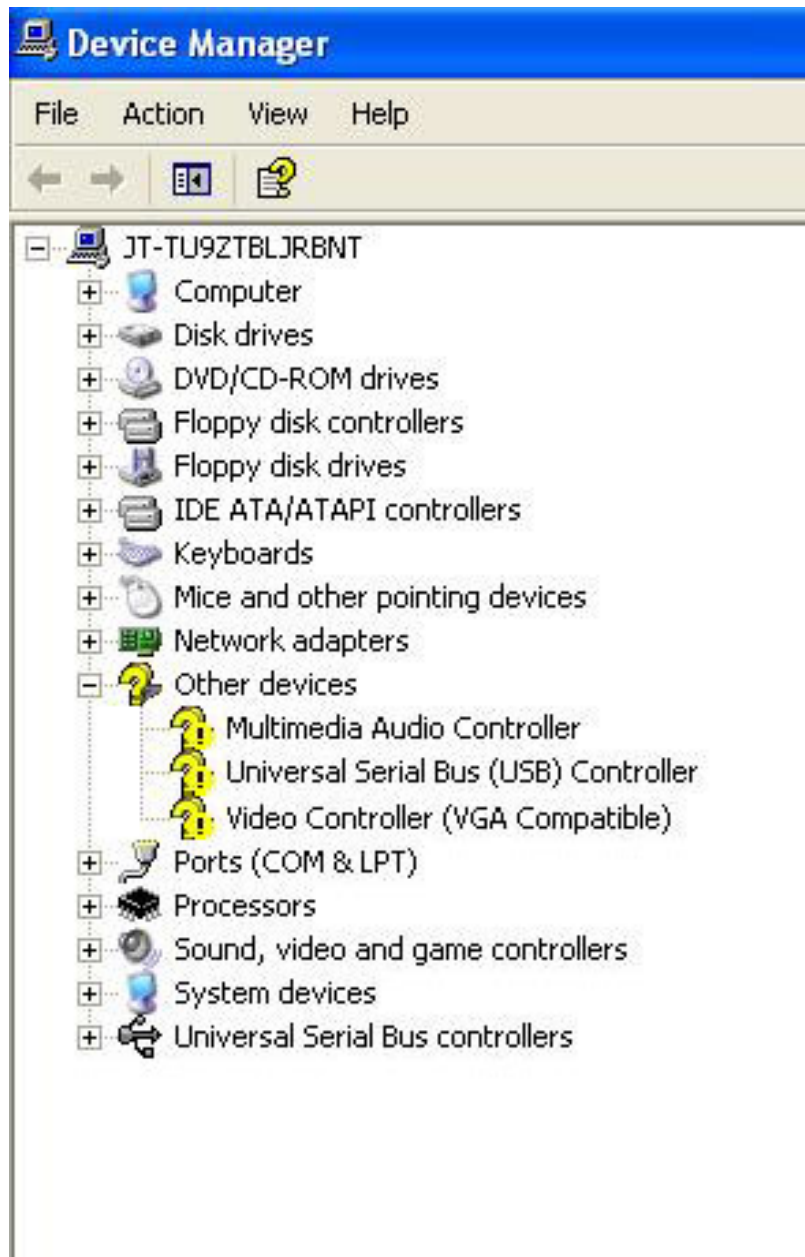
Note : Once you have selected a driver, the system will automatically exit the SOYO CD to begin the driver installation program. When the installation is complete, most drivers require to restart your system before they can become active.

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.

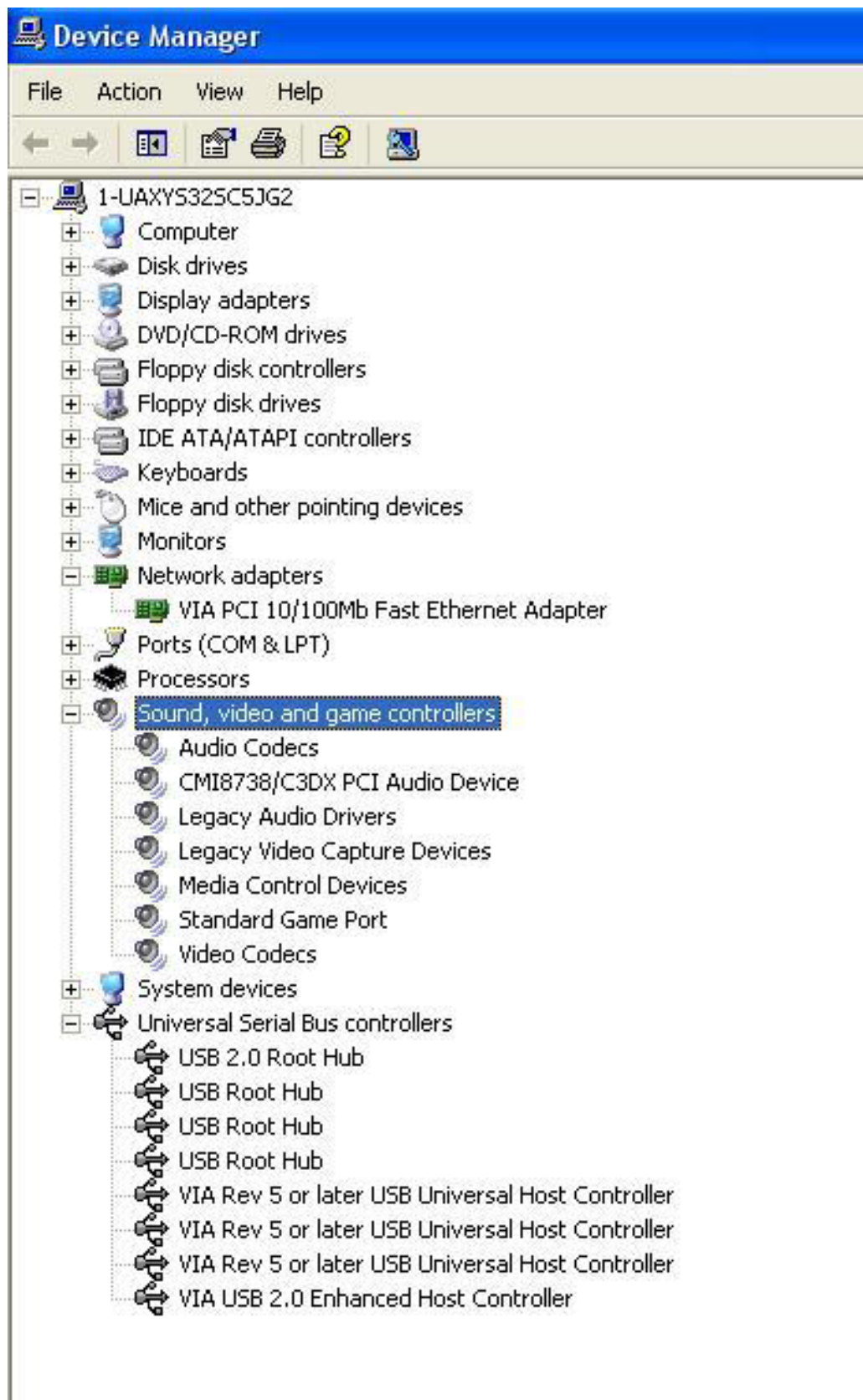
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After Windows XP installation, your device manager should look like this:



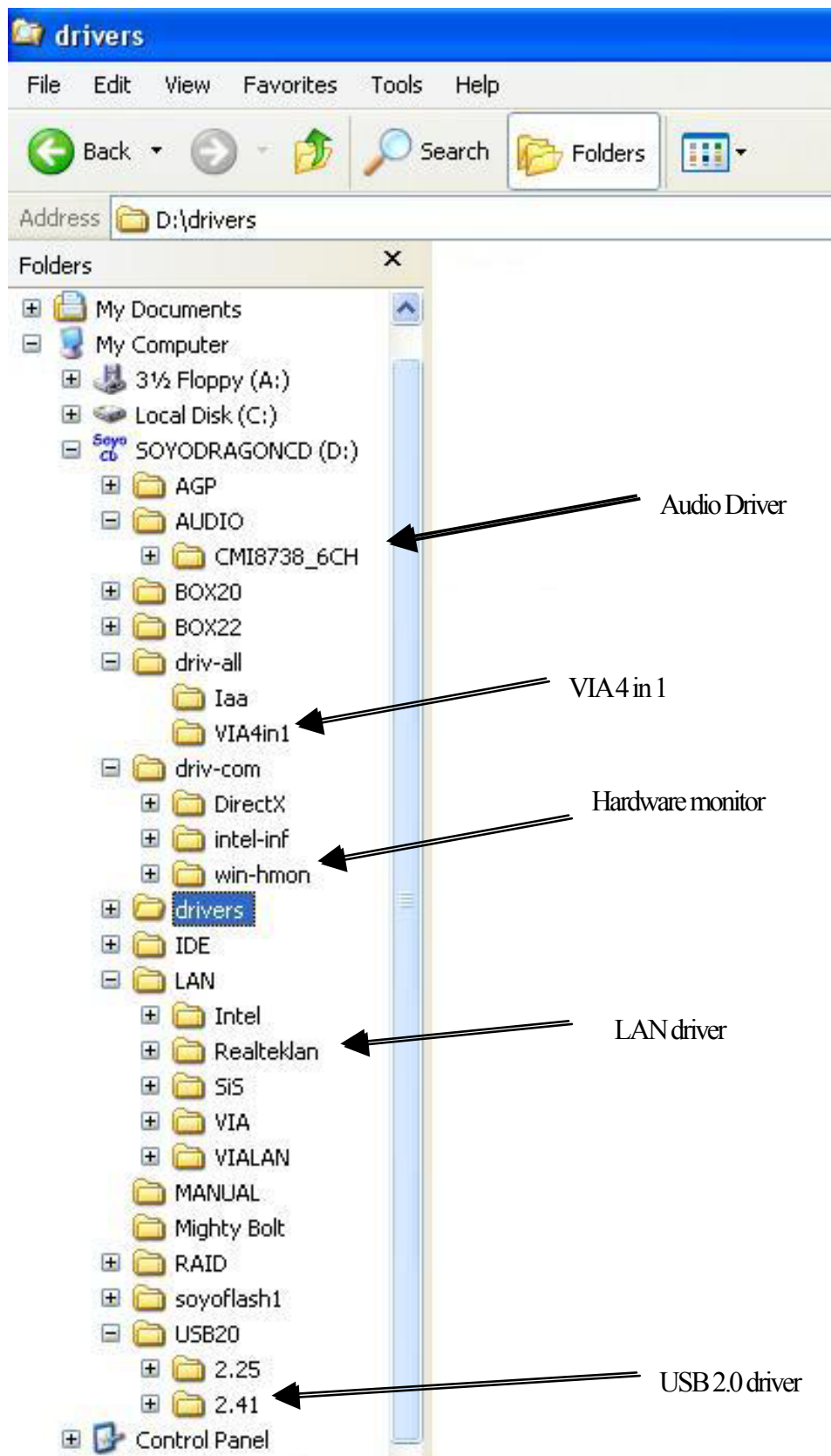
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After driver installation, your Windows XP device manager should look like this:



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Drivers directory list in the CD driver



The SOYO CD

5 Audio Driver Installation

Audio Driver Installation for Windows 98/98se

After you have installed the audio driver, windows may prompt you to restart your computer.

When your computer restarted it may look for windows driver from your Win98CD and ask you to insert your Win98/98se CD to your CD-drive. At this point you need to insert the Win98 CD to your CD-drive and type in D:\win98 (assuming your CD-ROM in driver D).

Audio Driver Installation for Windows NT

1. Double click my computer.
2. Double click control panel.
3. Double click multimedia and select devices.
4. Select ADD and select OK.
5. Click on "Browse" then point it to the SOYO CD for the Audio driver.
6. The audio driver path is in "d:\audio\cmi8738_6ch\Win_NT40\drv." (where D: is your CD-ROM)

6 Realtek LAN Driver Installation

Install the Realtek LAN Drivers under windows NT4.0

1. Double click the Network icon in the control panel. The Network properties windows will appear. Click on the Devices tab and press the Add button.
2. Select "Unlisted or Updated Drivers" from the list of drivers in the Add window by placing the mouse pointer over it and clicking the left mouse button. Press the OK button.
3. The Install Driver dialog box will appear and request the path of the location of the drivers to be installed. Enter "D:\an\Realtekan\WinNT4". (where D: is your CDROM drive)
4. After installation, Windows NT will display a dialog box asking you to restart your system.

Quick Trouble shoot tips

Boot-up Issues

The system do not power-up, no beeping sound heard and the CPU fan does not turn on.

1. Check if the power cord is plug to the power source.
2. Check if the power is connected to the M/B.
3. Check if the cable of the case power button is connected to the M/B power button connector (see connectors and plug-ins in the manual for more info).
4. Make sure the power supply is not defective. Change the power supply. The minimum should be 250 watts.
5. Remove the M/B from the case and test the system. The M/B might be shorted to the case.

The system power-up, no video, no beeping sound heard, but the CPU fan is turning.

1. Clear CMOS battery. (JP5 connector, see Quick start guide for more info on how to clear the CMOS).
2. Check all the jumper settings on the M/B. (if the M/B have any).
3. Check if the CPU is ok by using another CPU (check the Quick start guide for CPU supported on this M/B).
4. Check if the power supply is ok. The minimum should be 250 watts.
5. Make sure the CPU fan is connected to CPUFAN1 connector.
6. Remove the M/B from the case and test the system. The M/B might be shorted to the case.
7. Change the VGA card. If you have used a 3.3V AGP card, the M/B might be damage.

The system power-up, no video, beeping heard.

1. Clear CMOS battery. (JP5 connector, see Quick start guide for more info on how to clear the CMOS).
2. Check all the jumper settings on the M/B. (if the M/B have any).
3. Check the memory module and the VGA card if inserted properly on the M/B.
4. If yes, change the memory module, it might be defective. Make sure the memory specification is supported by the M/B. (for more info on this, check our FAQ website).
5. Change the VGA card. Make sure the AGP card is 1.5v

The system turns on for some seconds then shutdown by itself.

1. Check if the CPU fan is connected to the CPUFAN1 connector.
2. The CPU might be overheating. Check the CPU FAN if it is defective or see if the CPU fan is in contact with the CPU.
3. Clear CMOS battery. (JP5 connector, see Quick start guide for more info on how to clear the

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CMOS).

4. Make sure the power supply you have on your system support the M/B specification.
Example. If you have a P4 M/B, you need to use a P4 power supply.
5. If you already checked the power supply specification, change the power supply it might be defective. The minimum is 250 watts.

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... ". Don't go any further. What should I do?

1. Clear CMOS battery. (JP5 connector, see Quick start guide for more info on how to clear the CMOS).
2. If still has the problem, remove all other add-on cards except video card see if it move further. Then put peripherals in one by one to identify which one cause the lockup.
3. Change the CPU.

During Boot-up, my computer says CMOS memory Checksum error. What is the problem?

1. Clear CMOS memory.
2. Re-flash BIOS. Check on how to flash BIOS on the later part of this book.
3. Change the CMOS battery, the battery might be drained.
4. The BIOS chip might be failing.

Stability Issue

My system intermittently locks up, very unstable

1. Check the CPU Temp, it might be overheating. Change the CPU FAN.
2. Do not over clock your CPU
3. Check the specification of the memory module, maybe the M/B do not support it.
4. Go to BIOS setup and load fail safe settings. Please check if the system performance in the BIOS setup is set to Turbo/Maximum.
5. Check website for latest BIOS update.
6. Check website for FAQ's regarding instability issue.
7. Change the memory module or CPU.
8. The power supply might not have enough wattage to support all the peripherals. If your system has other peripherals connected, like CD-RW, extra HDD, etc. disconnect them.
9. Install VIA 4 in 1 driver.

My system intermittently locks up, during Windows installation.

1. Go to BIOS and load "load optimized default".

2. Check website for any BIOS update.
3. If still has the problem, remove all other add-on cards except CPU/ Memory/ Video card/Hard disk. See if you can finish Windows installation. Then put peripherals in one by one to identify which one cause the lockup.

My system will not boot-up when I set my CPU to 133MHz FSB, works with 100MHz FSB

1. Make sure to put some thermal paste above the CPU.
2. CPU might be defective.

BIOS Issue

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 kvxa_2BA1 (meaning BIOS revision 2BA1 for the SY-K7V Dragon plus! 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.

How can I flash the BIOS?

1. Download the BIOS on our support website.
2. Make a bootable floppy disk with out any memory manager loaded (i.e. himem, emm386, etc. . .).
3. Copy the BIOS file and awdf flash utility to the diskette.
4. Type "awdf flash biosname.bin /sn /py".
5. Then reboot.

After flashing the BIOS, my system will not boot-up.

1. Try clearing the CMOS.
2. The BIOS chip is defected due to unsuccessful flash, contact your nearest SOYO branch for re-flashing.

Is there a way to reprogram my BIOS after an unsuccessful flash?

No other way, you need to send back the BIOS ROM to your nearest SOYO branch for re-flashing.

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I'm using a 133MHz FSB CPU, I cannot find the DDR 100MHz option in the BIOS, why?

The DDR speed should not be lower than the CPU FSB speed.

VGA Issue

I cannot set my VGA to go higher than 16 color (640x 480).

1. Make sure that you have installed the VIA4 in 1 driver.
2. Install/ re-install the VGA driver.

After wake-up from Suspend to RAM or Standby mode, the screen has no display but I can hear the hard disk operating

1. Install VIA4 in 1 driver.
2. Check the VGA card manufacturer for driver update, or make sure the VGA card support Suspend to Ram function.

Audio Issue

How can I disable the on-board Audio?

Go to the SOYO Combo Feature in the BIOS setup, then set the "onboard 6CH H/W audio" to disable.

I cannot get the sound working on my system.

1. Check if the speaker wire is connected to the line out connector in the M/B.
2. Check if the speaker power is powered on.
3. Install the audio driver supplied on our driver disc.
4. Check BIOS setup if "onboard 6CH H/W audio" is enabled.
5. If sound already installed, check our website for audio driver update.

I cannot get the sound working on the 5.1 channel speaker.

1. Install the audio driver and application. Check driver installation for more info.
2. Check if the settings in the 5.1 speaker control box are correct, like if you have a SPDIF connector but the setup in the speaker box is set to analog.
3. Check if the speaker connection to the M/B is correct.
4. Make sure the software setup is correct. Check manual for more info.

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 on-board CDIN1 connector in the M/B is not connected. See manual for location of CDIN1.

The sound from my sound card is distorted when Windows start. What is wrong?

If you are using an ISA sound card, please make sure the IRQ needed for the sound card is set to 'Legacy ISA' in the BIOS. In other word, if your ISA sound card takes IRQ5, then set IRQ5 to 'Legacy ISA'.

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

1. Please go to sound properties and check if the recorder and microphone in the are enabled.
2. Check if Microphone is ok.

The sound coming from my Center and Base speaker is interchange, what should I do?

Set the JP1 and JP2 of the small audio card to pin2-3.

Hard disk/FDD/ CD-ROM issue

My Western digital HDD is not detected during boot-up

Change the jumper settings to cable select or single.

Sometimes the system finds my CD-ROM, sometimes not

1. Check CD-ROM if it is working properly.
2. The power supply might not have enough wattage to support all the peripherals. If your system has other peripherals connected, like CD-RW, extra HDD, etc. disconnect them.

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).

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LAN Issues

During LAN driver installation, the system hangs on 75%, why?

Enable the onboard LAN in the BIOS setup.

I have problem installing Novell NetWare v.50

Disable the APIC option in the BIOS.

For updated FAQs, please check <http://www.soyo.com.tw/faq.htm> or
<http://www.soyousa.com/faqs.html>

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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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