SY-6IWM Motherboard

Quick Start Guide

SY-6IWM Motherboard

Pentium® III, Pentium® II & Celeron™ processors

Intel FW82810E AGP/PCI/AMR Motherboard
133/100/66 MHz Front Side Bus supported
Micro ATX Form Factor

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".**

6IWM Serial - Version 1.2 - Edition: January 2000

* These specifications are subject to amend without notice

1 *Introduction*

Congratulations on your purchase of the **SY-6IWM** 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-6IWM Motherboard Uses' Guide* that came with your Motherboard.

Unpacking

When unpacking the Motherboard, check for the following items:

- The SY-6IWM FW82810E AGP/PCI/AMR Motherboard

- This Quick Start Guide

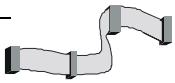
- The Installation CD-ROM

- SOYO 3-in-1 Bonus Pack CD-ROM (Norton AntiVirus, Ghost and Virtual Drive)

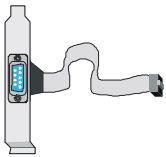
- The Foldable URM (Universal Retention Mechanism) Set *(Factory installed on this motherboard)*

- One IDE Device ATA 66 Flat Cable

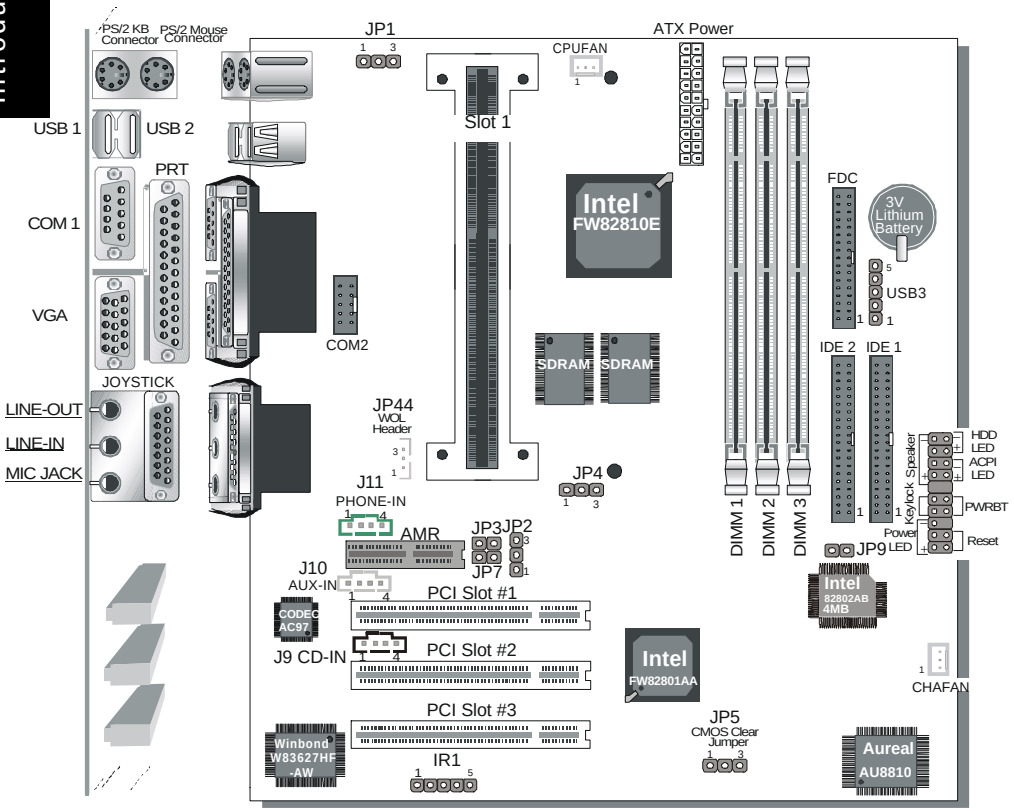
- One Floppy Disk Drive Flat Cable



- Serial port flat cable with a 9-pin connector bracket



SY-6IWM Motherboard Layout



Key Features

- Pentium®III processor (450-733MHz), Pentium®II processor (233-450MHz) & Celeron ™ processor (266-433MHz)
- Supports 66/100/133 MHz Front Side Bus Frequency
- Auto-detect CPU voltage
- Chipset integrated 3D AGP Accelerator
- Easy CPU settings in BIOS with the "SOYO COMBO Setup"
- PC98, ACPI
- Ultra DMA 33/66 (ATA 33/66)
- Supports Wake-On-LAN (WOL)
- Supports ACPI Suspend Indicator
- Power-on by modem, alarm, PS/2 Keyboard and Mouse
- Power failure resume
- Supports Suspend to DRAM (STR) for instantly available/ On now ease of use PC implementation
- Supports onboard hardware monitoring and includes Hardware Doctor ™ utility
- Fan speed control
- Battery Low voltage Detect
- Supports multiple-boot function
- Y2K Complaint
- Supports Audio Modem Riser slot (AMR 1.0 compliant) *
- 3 x 32-bit bus master PCI slots
- 2 x USB ports onboard (USB3 share USB1)
- 1 x IrDA port
- ATX power connector
- Hardware Random Number Generator (RNG) for enabling enhanced platform security
- RTC hardware to handle Y2K Century Rollover
- Aureal 8810 Audio Chip on board

** If the user wants to use a Modem Riser card (MR) make sure to use a PRIMARY mode MR, Secondary mode MRs are NOT Supported.*

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-6IWM** Motherboard. For detailed information, please refer to the *SY-6IWM Motherboard User's guide and Technical Reference* online manual on in the CD-ROM package that came with your Motherboard.

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

- Slot 1 processor with built-in CPU cooling fan (boxed type)
- SDRAM module
- 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)

Note: 1. This Motherboard features one built-in VGA port and three built-in audio-stereo ports. Therefor you do not need to install neither a VGA card nor a sound card.

2. If you want to use an external speaker connected to "Line-out" port, please make sure to use an "amplified speaker" that can generate proper output sound volume.

Install the Motherboard

Follow the steps below in order to perform the installation of your new **SY-6IWM** Motherboard.

Step 1. Install the CPU

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

FSB 66MHz

❑ 266MHz (66 x 4.0)	❑ 333MHz (66 x 5.0)	❑ 400MHz (66 x 6.0)	❑
❑ 300MHz (66 x 4.5)	❑ 366MHz (66 x 5.5)	❑ 433MHz (66 x 6.5)	

FSB 100MHz

❑ 350MHz (100 x 3. 5)	❑ 450MHz (100 x 4.5)	❑ 550MHz (100 x 5.5)	❑
❑ 400MHz (100 x 4.0)	❑ 500MHz (100 x 5.0)	❑ 600MHz (100 x 6.0)	

FSB 133MHz

❑ 400MHz (133 x 3.0)	❑ 533MHz (133 x 4.0)	❑ 667MHz (133 x 5.0)	❑
❑ 466MHz (133 x 3.5)	❑ 600MHz (133 x 4.5)	❑ 733MHz (133 x 5.5)	

CPU Mount Procedure: To mount the processor that you have purchased separately, follow these instructions.

Retention Module	***Step 1.*** Open the two sides by folding them up.
	
Step 2. Insert the CPU into the retention module. The CPU fits in the CPU slot in only ONE way, do not try to force it in.	***Step 3.*** After completely inserting the CPU, Now your CPU is ready for use.
	

Note: Installing a heat sink and cooling fan on top of your CPU is necessary for proper heat dissipation. Failing to install these items may result in overheating and possible burn-out of your CPU.

Step 2. Configure Memory

Your board comes with three DIMM sockets, and supports up to 512MB main memory using industry standard Synchronous DRAM (SDRAM), single or double-sided, 3.3V unbuffered DIMM modules from 8MB to 256MB. Registered DIMMs or DIMMs populated with 4 bit wide SDRAM devices are not supported. PC100 compliant DIMM module is required regardless of 66, 100 or 133 MHz FSB speed.

Memory Configuration Table

Number of Memory Modules	DIMM 1	DIMM 2	DIMM 3
1	Double-sided/ Single-sided	Double-sided/ Single-sided	
2	Double-sided/ Single-sided	Single-sided	Single-sided[2]

RAM Type	SDRAM
Memory Module Size (MB)	8/16/32/64/256 Mbytes

Note: 1. PC100 Compliant DIMM module is required regardless of 66, 100 or 133 MHz FSB speed.

2. If you want to use DIMM3, DIMM2 must be used as well to let the system work properly. Just plugging a memory module into DIMM3 with DIMM2 left empty, will make the system not working.

Step 3. 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-6IWM Motherboard, please refer to *SY-6IWM Motherboard User's Guide and Technical Reference* online manual on the CD-ROM.

Connectors and Plug-ins

Wake-On-LAN Header: JP44		
Pin1	Pin2	Pin3
5VSB	GND	MP-Wakeup

IrDA (Infrared Device Header): IR1				
Pin1	Pin2	Pin3	Pin4	Pin5
VCC	None	IRRX	GND	IRTX

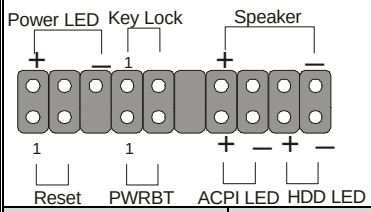
CPU Cooling Fan: CPUFAN		
Pin1	Pin2	Pin3
GND	12V	SENSOR

Chassis Fan: CHAFAN		
Pin1	Pin2	Pin3
GND	12V	SENSOR

CD -IN: J9	Connect to your CD-ROM audio output.	**Pin1**	**Pin2**	**Pin3**	**Pin4**
		R	G	G	L

AUX-IN: J10	For Auxiliary Audio devices (1.0Vrms typ.)	**Pin1**	**Pin2**	**Pin3**	**Pin4**
		R	G	G	L

Modem Sound: J11	Connect to modem sound connector	**Pin1**	**Pin2**	General mono output.	**Pin3**	**Pin4**
		IN	G		G	Mono



Power LED			**Keylock**	
Pin1	Pin2	Pin3	Pin1	Pin2
5V	NC	GND	Control Pin	GND

Speaker			
Pin1	Pin2	Pin3	Pin4
5V	NC	NC	Speaker out

HDD LED		**ACPI LED**		**PWRBT**		**RESET**	
Pin1	Pin2	Pin1	Pin2	Pin1	Pin2	Pin1	Pin2
LED Anode	LED Cathode	LED Anode	LED Cathode	Power On/Off	GND	Power Good	GND

ATX 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 Power Supply: ATX PW

Attach the ATX Power cable to this connector. (This motherboard requires an ATX power supply, an AT power supply can NOT be used.)
Please make sure the ATX power supply is able to provide at least 720mA on the 5V Standby lead (5VSB).

Step 4. Set JP2, JP3,JP4 and JP7 to configure CPU FSB Frequency

The FSB Frequency can be set through the BIOS **[SOYO COMBO SETUP]**. The BIOS will allow selection from 1 out of 3 intervals. The intervals are:
- 66 to 100MHz
- 100 to 133MHz
- 133Mhz and above

What interval can be selected from depends on the jumper setting on the board.

- **CPU Default or Free Selection**
- **CPU frequency indication**

Your INTEL CPU has pins that tell the motherboard what frequency it is supposed to run at. If your CPU is a 66Mhz or a 100Mhz type, it will use pin B21 to indicate this. If it is high, the CPU is 66MHz type, if it is low, the CPU is a 100MHz type. If you have a 133MHz CPU, it will use an additional pin (A14) to tell the motherboard. If pin A14 is low, the CPU is a 133MHz type. For 66 and 100MHz CPUs this pin is high.

The signals of these two pins are connected to the clock generator of the board through JP3 and JP7. If both jumpers are closed, the clock generator will run the CPU at the default frequency. (Note that both JP2 and JP4 should be open)

The frequency interval that is shown in the BIOS is related to this frequency as follows:

66MHz CPU	66 - 100MHz interval
100MHz CPU	100 - 133MHz interval
133MHz CPU	133 or above interval

The frequency interval in the BIOS will be the same as mentioned above.

— **Summary (Default frequency)**

The following table summarizes the above:

	JP3	JP7	JP2	JP4
Frequency according to CPU	closed 	closed 	open 	open 

— **Free Selection**

If the user does not want the CPU to run at the specified (default) frequency, then *JP3 and JP7 will have to be set to open*. Now the frequency can be set by the user through JP2 and 4 in the following way:

Free Selection	JP3	JP7	JP2	JP4	Range of CPU frequency setting through BIOS
66MHz	open 	open 	Short Pin 2-3 	Short Pin 2-3 	66~75 MHz
100MHz	open 	open 	Short Pin 1-2 	Short Pin 2-3 	100~140MHz
133MHz	open 	open 	Short Pin 1-2 	Short Pin 1-2 	133~150MHz

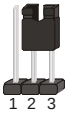
Step 5. Set JP9 for hardware Write-Protect

This jumper sets FWH (Firm Ware Hub or BIOS) Write-protect when open, Short JP9 **ONLY** when the BIOS needs to be upgraded.

The Hardware Write-Protect	Locked	Unlocked
JP9 Setting	**open JP9** 	**short JP9** 

Step 6. Enable/Disable Power-On by Keyboard (JP1)

You may choose to enable the Power-On through Keyboard function by shorting pin 1-2 on jumper JP1; or short pin 2-3 to disable this function.

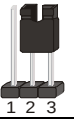
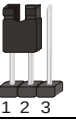
Power-On by Keyboard	Enable	Disable
JP1 Setting	Short pin 1-2 to enable the Power-On by Keyboard function. 	Short pin 2-3 and the Power-On by Keyboard function is disabled. 

Important: When using the Power-On by Keyboard function, please make sure the ATX power supply is able to provide at least 720mA on the 5V Standby lead (5VSB) in order to meet the standard ATX specification.

Step 7. CMOS Clear (JP5)

After you have turned off your computer, clear the CMOS memory by momentarily shorting pins 2-3 on jumper JP5, for a few seconds. Then restore JP5 to the initial 1-2 jumper setting in order to recover and retain the default settings.

Jumper JP5 can be easily identified by its white colored cap.

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

3 *Quick BIOS Setup*

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

Step 1. Select [Standard CMOS Features]

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]** field to set the CPU frequency.

Available [CPU Frequency] settings on your SY-6IWM Motherboard are detailed in the following table. If you set this field to [Manual], you are then required to fill in the next two consecutive fields: (1) the CPU Host/PCI Clock, and (2) the CPU Ratio.

CPU Frequency (MHz)	☐ 500MHz(66 x 7.5)	☐ 750MHz (100 x 7.5)
☐ Manual	☐ 533MHz (66 x 8.0)	☐ 800MHz (100 x 8.0)
☐ 200MHz (66 x 3.0)	☐ 300MHz (100 x 3.0)	☐ 400MHz (133 x 3.0)
☐ 233MHz (66 x 3.5)	☐ 350MHz (100 x 3.5)	☐ 466MHz (133 x 3.5)
☐ 266MHz (66 x 4.0)	☐ 400MHz (100 x 4.0)	☐ 533MHz (133 x 4.0)
☐ 300MHz (66 x 4.5)	☐ 450MHz (100 x 4.5)	☐ 600MHz (133 x 4.5)
☐ 333MHz (66 x 5.0)	☐ 500MHz (100 x 5.0)	☐ 667MHz (133 x 5.0)
☐ 366MHz (66 x 5.5)	☐ 550MHz (100 x 5.5)	☐ 733MHz (133 x 5.5)
☐ 400MHz (66 x 6.0)	☐ 600MHz (100 x 6.0)	☐ 800MHz (133 x 6.0)
☐ 433MHz (66 x 6.5)	☐ 650MHz (100 x 6.5)	☐ 866MHz (133 x 6.5)
☐ 466MHz (66 x 7.0)	☐ 700MHz(100 x 7.0)	☐ 933MHz (133 x 7.0)

Select the working frequency of your Pentium® III, Pentium® II & Celeron™ processor among these preset values.

Note: ☑ Mark the checkbox that corresponds to the working frequency of your Pentium® III, Pentium® II & Celeron™ processor in case the CMOS configuration should be lost.

Note: if you use Bus Frequencies of 75 MHz, make sure that your PCI cards can cope with the higher PCI clock.

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*

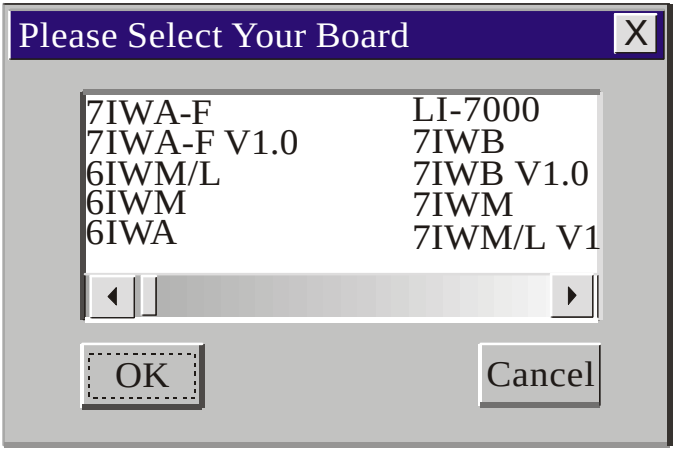
The SOYO-CD will NOT autorun if you use it on an Operating System other than Windows 9x or NT.

Your SY-6IWM Motherboard comes with a CD-ROM labeled "SOYO CD." The SOYO CD contains the user's manual file for your new (1) 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

The SOYO CD will auto-run, and the SOYO CD Start Up Menu will be as shown.

If you use Windows NT, 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 or 98, the SOYO CD Start Up Program automatically detects which SOYO Motherboard you own and displays the corresponding model name.

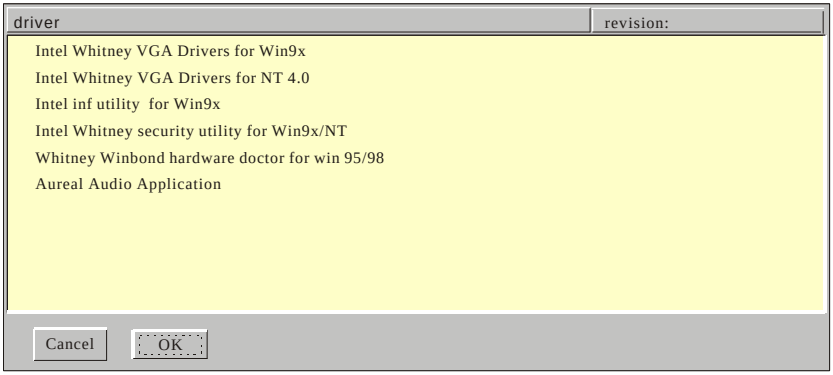
The user's manual files included on the SOYO CD are in PDF (Postscript Document) format. In order to read a PDF file, the appropriate Acrobat Reader software must be installed in your system.

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 Unitilies

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. If you use Windows NT, only select the drivers listed here.

However, to display the list of all drivers software available with SOYO Motherboards, click the *Display all drivers on the SOYO CD* button. Please make sure to install only the drivers adapted to your system, or otherwise this cause system malfunctions.



(Driver Installation Menu)

A short description of all available drivers follows:

- **INTEL Whitney VGA Drivers for Win9x**

In order to be able to make use of the integrated VGA function in your Whitney chipset, you will need to install this driver first. For Windows 95/98 only.

- **INTEL Whitney VGA Drivers for NT 4.0**

In order to be able to make use of the integrated VGA function in your Whitney chipset, you will need to install this driver first. For NT 4.0 only.

- **INTEL Whitney .inf utility for Win 9x**

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

- **INTEL Whitney security utility for Win 9x/NT**

This utility makes use of the random number generator in the FWH of your 810/820 chipset. for Win 95/98/NT.

- **Whitney Winbond hardware Doctor for Win 95/98**

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.

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.

Step 4. Enter the SOYO CD

Click the *Enter SOYO CD* button to enter the SOYO HTML database. The Start Up program will activate the default HTML browser installed on your system (for example, Internet Explorer or Netscape) to visualize the contents of the SOYO CD.

The SOYO CD contains useful information about your Motherboard and other SOYO products available. For your convenience, this information is available in HTML format, similar to the format widely used on the Internet.

Note: If no HTML browser is installed on your system, the Start Up program will prompt you on whether or not you would like to install the Internet Explorer* browser. Click YES to install the HTML browser. After the installation is complete, please restart your system. Then re-run the SOYO CD and you will be able to browse the SOYO HTML database.

(Internet Explorer is a Microsoft Trademark)*

5 *Aureal Sound Driver Installation*

Installation of the Aureal Sound drivers under Windows 95/98

SYSTEM REQUIREMENTS:

1. Access to Microsoft Windows 95 or Microsoft Windows 98 installationCD-ROM.
2. Good-quality speakers or headphones and connecting cables.
3. Joystick and MIDI keyboard for testing the gameport.

Wavetable Memory Requirements:

The Vortex hardware wavetable engine uses a native 4MB sample set. The samples are stored on hard disk and swapped to DRAM as required. The typical DRAM footprint is <2MB. As a result, the Vortex sample set provides better sound quality than 2MB sample sets offered by other vendors, but does not require more memory.

SOFTWARE INSTALLATION

DRIVER INSTALLATION

If you have older drivers in your system, please uninstall them first as described below.

1. Power on the system, placing the "SOYO-CD" in the CD-ROM drive.
2. During the load process, Windows 95/98 should detect the Vortex chip and display a message such as "New Hardware Found". If Windows prompts you for the drivers of the "PCI Multimedia Audio Device", then select "Driver Disk Provided by Manufacturer". Select the SOYO CD-ROM's \driv-all\Aureal\Win9x directory.

Note: Some Windows 95 versions (OSR2) do not show this prompt. Instead, they ask whether to search the diskette and CD-ROM drives for the appropriate drivers.

Installed drivers may include Vortex PCI audio, Vortex wavetable, Vortex mixer, and vortex Sound Blaster emulation.

Depending on the version of Windows 95/98 and the configuration of the system, you may be prompted to provide several file locations. Here are the CD-ROMs and directory locations for which you may be prompted:

Windows 95/98 Installation Disk \driv-all\Aureal\Win9x

Vortex Application Setup	\driv-all\Aureal\A3DDemos
Windows NT 4.0 Installation	\driv-all\Aureal\WinNT40
Windows 2000 Installation	\driv-all\Aureal\Win2000

UNINSTALLING WINDOWS 95/98 DRIVERS

To uninstall the Vortex software, you can use the following procedure:

1. Open to the Windows 95/98 Device Manager (right-click on "My computer" and select "Properties").
2. Open the "Multifunction Adapters" tree and select "Vortex Multifunction PCI Platform"
3. Press the "Remove" button at the bottom of the Device Manager window pane.

The drivers are now removed from memory, but are still on the harddisk. To delete the files from the hard disk:

a. Open the Windows 95/98 control panel's "Add/Remove Programs" applet.
b. To remove the drivers, double-click "Aureal Vortex". A Vortex uninstaller application starts.
c. To remove the demo applications, double-click "Aureal Vortex Applications". There is no need to reboot the computer.

Aureal. A3D, A3D-I, A3D-Interactive, and the Aureal logo are trademarks and Vortex is a registered trademark of Aureal Semiconductor Inc.

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 isolate 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 from my sound card is distorted when Windows starts. What is wrong?
First, 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 words, if your ISA sound card takes IRQ5, then set IRQ5 to 'Legacy ISA'. Next, install the 'south bridge' driver for the motherboard.

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 setup default' 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. If you are running a Cyrix CPU, make sure the 'linear burst function' is enabled in the bios.

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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SOYO Hong Kong

Region Covered: Hong Kong

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SOYO China (Gin Mei Jei)

Region Covered: All of China

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SOYO Japan

Region Covered: Japan

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Edition: January 2000
Version 1.2
SY-6IWM
SERIAL