



BKHD-2011-MATX Motherboard User Manual

VER 1.1

Copyright

© 2025 Shenzhen Beikong Industrial Control Co., Ltd. [BKHD] All rights reserved. Trademarks and names mentioned in this user manual are the property of their respective registered companies.

Disclaimer

This user manual is protected by copyright. The content written herein is owned by Shenzhen Beikong Industrial Control Co., Ltd. [BKHD] reserves the right to modify product specifications or related information mentioned in this user manual. Any modifications or changes to product specifications or related information mentioned in this user manual will be notified without prior notice. Without prior written permission from BKHD, no part of this user manual may be reproduced, modified, transcribed, transmitted, or published in any form.

Safety Guide

To ensure optimal performance of BKHD products, please read the user manual in its entirety. Before checking product-specific details, we kindly ask that you carefully read these safety instructions.

Product Version Identification

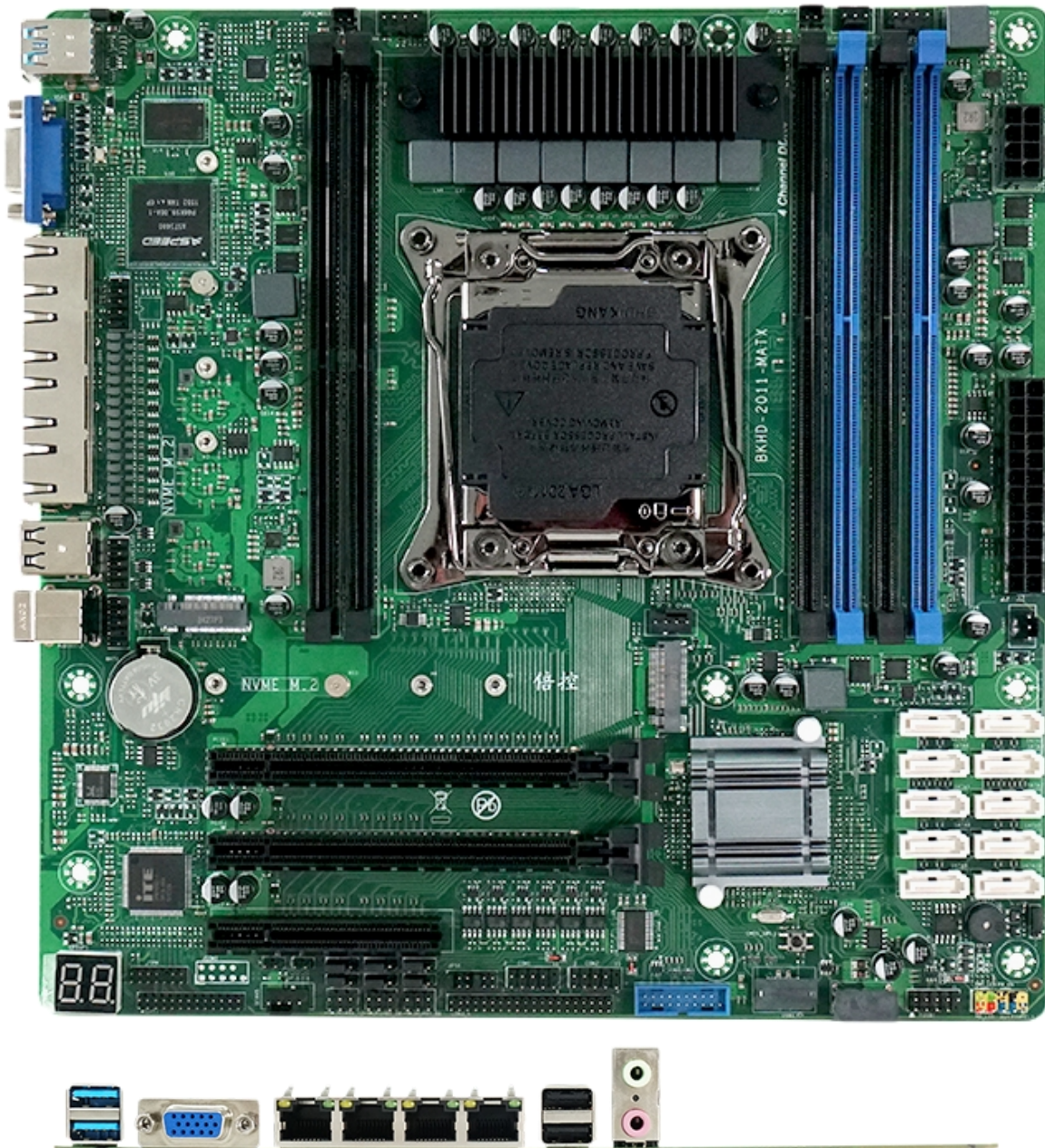
You can find the version of this motherboard on the motherboard itself, marked as "REV: X.X". X.X represents numbers, for example, "REV: 1.0" means the motherboard version is 1.0. When updating the motherboard's BIOS, drivers, or referring to other technical data, please pay attention to the product version marking.

Catalog

Copyright	2
Disclaimer	2
Safety Guide	2
Product Version Identification	2
Product Images	4
Product Profile	5
Motherboard Specifications	6
Motherboard Installation	8
Memory Installation	9
Jumper Setting	10
Restore on AC/Power Loss (JAT)	11
Case Open Setting (COPEN)	11
USB Voltage Setting (JP1)	11
Motherboard Pin Definition	12
SATA Data	12
Front Panel Connectors (F_PANEL)	12
Serial Port (COM)	13
JP4~JP9 Settings	14
JRS485_12, JRS485_34, JRS485_56 Settings	14
JP50 Setting	15
USB Connectors Pins (F_USB)	16
Trusted Platform Module (TPM)	17
Network Indicator (LAN_LED)	17
Cooling Fan Power Socket (CPU_FAN/SYS_FAN)	18
Front Audio Connectors (F_AUDIO)	19
Line Print Terminal (LPT)	19
BIOS User Guide	20
BIOS Description	20
BIOS Settings	21
Debug code and troubleshooting	22
Common fault analysis and solutions	23
Useful Links	24

Product Images

Please be advised that products manufactured in different batches may exhibit slight variations in appearance. To ensure the most accurate representation, please refer to the actual received goods.



Product Profile

The 2011-MATX is a high-performance Micro-ATX motherboard based on the Intel Xeon E5 v4 platform and FCLGA2011-3 socket. Designed for servers, storage, network appliances, virtualization, and edge computing, it supports up to 384GB DDR4 memory. With 10x SATA 6Gb/s, dual M.2 SSD slots, 4x Intel I226V 2.5GbE LAN, multiple PCIe slots, ASPEED graphics, TPM, COM, LPT, USB headers, audio, and rich fan connectivity, it is ideal for industrial servers, NAS, security appliances, and OEM/ODM solutions.

Main features:

Intel Xeon E5 v4 Server Platform

The 2011-MATX is based on the Intel Xeon Processor E5 v4 Family and FCLGA2011-3 socket. This platform is suitable for Server applications; Virtualization; Storage systems; Database processing; Industrial computing; Network appliances; Edge server applications

High-Capacity DDR4 Memory

The motherboard provides 6x DDR4 DIMM slots, Maximum capacity 384GB. The large memory capacity makes the board suitable for virtualization platforms, database applications, storage services, memory-intensive server software, and multi-service environments.

Ten SATA 6Gb/s Interfaces

The 2011-MATX provides 10x SATA 6Gb/s connectors, enabling extensive multi-drive storage configurations. The multiple SATA ports allow integration of a large number of compatible HDDs or SSDs in a single system. This makes the board suitable for NAS systems; File servers; Backup servers; Local storage arrays; Surveillance storage

Archive systems; Industrial data servers.

Dual M.2 SSD Support

The dual M.2 design can help separate system storage from primary SATA data storage. These interfaces provide additional solid-state storage options for Operating systems; Application software; Local databases; Cache storage; High-speed working data; Server logs

Four Intel 2.5GbE Network Ports

The motherboard provides 2.5Gb RJ45 ports based on four independent Intel I226V controllers. This network architecture is suitable for high-speed server and storage applications.

Flexible PCIe Expansion

The motherboard provides three PCIe expansion slots 1x PCIe x16 Gen3; 1x PCIe x16 physical slot with Gen3 x8 rate; 1x PCIe x8 Gen3. These slots provide substantial expansion flexibility for compatible Network interface cards; Storage controllers; SAS/SATA HBAs; Accelerator cards; Capture cards; Specialized industrial I/O cards

Motherboard Specifications

Processor	Product Collection	Intel Xeon Processor E5 v4 Family
	Sockets Supported	FCLGA2011-3
Memory specifications	Memory Type	DDR4 DIMM
	Maximum Capacity	384GB (6*64GB)
	Maximum Frequency	2400 MT/s
Storage specifications	SATA	10*SATA 6Gb/s
	M.2	2*M.2 Key-M (2240/2280/22110) NVMe SSD
Network features	Ethernet	4*2.5GbE
	Controller	4*Intel I226V
I/O Chip	Super I/O	ITE IT8786E-I
Extension interface	PCIe	1*PCIe x16 (Gen3), 1*PCIe x16 (Gen3 x8 rate), 1*PCIe x8 (Gen3)
Display functions	Port	1*VGA
	Chip	Based on onboard ASPEED AST2400 chip
Backplane I/O	Ethernet	4*RJ45
	USB	2*USB-A 3.0, 2*USB-A 2.0
	Display	1*VGA
	Audio	2*Audio Jacks (Line-Out / MIC-In)
Onboard I/O	SATA	10*SATA Data connector
	Pins	1*F_PANEL
		6*JCOM
		1*F_USB2.0, 1*F_USB3.0
		1*LPT

		1*TPM
		1*LAN LED
		1*F_AUDIO
		1*2-pin Case Open
	Fan power socket	1*4-pin CPU fan, 3*4-pin System fan, 2*3-pin System fan, 2*2-pin System fan
	Power Connector	1*ATX 24-pin, 1*ATX 8-pin
Power supply mode	ATX	24 Pin+8 Pin
Motherboard size	Specification	245*245 (mm) Micro-ATX
Work Environment	Temperature	-10℃~60℃;
	Humidity	5%~90% (Relative humidity, no condensation)

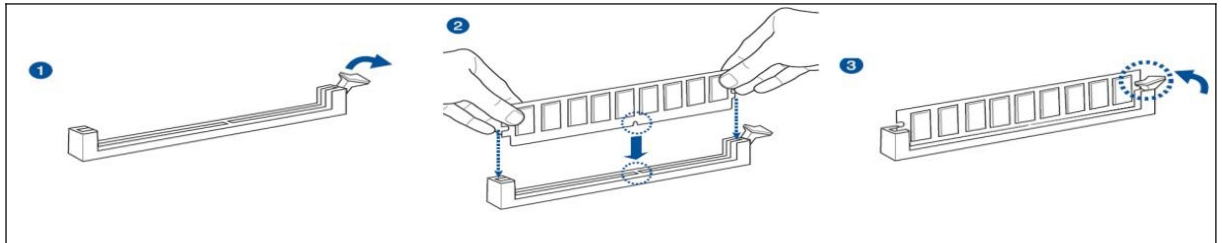
Motherboard Installation

Safety Note

- Please do not remove the serial number and agent warranty sticker from the motherboard prior to installation. Doing so may affect the product's warranty recognition standard.
- Prior to installing or removing the motherboard or other hardware devices, please ensure that the power is turned off and the power cord is unplugged from the socket.
- When installing additional hardware devices on the motherboard interfaces, please ensure that the connectors and sockets are securely fastened.
- When handling the motherboard, please avoid contact with the metal wiring components to prevent the risk of short circuits.
- It is recommended that an anti-static wrist strap be worn when handling the motherboard, central processing unit (CPU), or memory. In the absence of an anti-static wrist strap, it is advisable to ensure that your hands are dry and to touch a metal object first in order to eliminate static electricity.
- Before installing the motherboard, we kindly request that place it on an antistatic mat or in an antistatic bag.
- Make sure the power adapter is turned off before unplugging the motherboard power connector.
- Before turning on the power, make sure the voltage of the adapter is within the standard voltage range.
- Before turning on the power, make sure all hardware device cables and power cords are properly connected.
- Do not allow the fixing screws to collide with the circuits or parts on the motherboard to avoid damage or malfunction of the motherboard.
- Make sure there are no loose screws or metal parts on the motherboard or inside the computer case before using the unit.
- Please secure the computer host in a stable location before starting the device.
- To prevent system failure, do not place the unit in an environment where the temperature is excessive.
- Turning on the power before installation is complete may damage the motherboard, other equipment, or yourself.
- If you are unfamiliar with how to perform the installation, or if you have any technical problems using this product, please contact a professional technician.

Memory Installation

The motherboard provides DDR4 DIMM memory slot.



Before installing memory:

1. Please confirm that the memory you purchased is compatible with the specifications supported by this motherboard.
2. Before installing or removing the memory, please make sure that the power of the computer is turned off to avoid damage.
3. The memory design has a foolproof mark. If you insert the memory in the wrong direction, the memory cannot be installed. Please change the direction.

When installing memory:

1. Before installing or removing memory, please turn off the power and unplug the power cord.
2. Carefully hold the two ends of the Memory Stick and do not touch the metal contacts on the Memory Stick.
3. Align the metal contacts of the memory with the memory slot, making sure that the concave hole is aligned with the convex point of the upper slot.
4. Insert the memory into the slot at an angle of 30 degrees, then press the Memory Stick down until you hear a "click," indicating that the memory has been successfully installed and is ready to use. (Note: Do not press the Memory Stick too hard to avoid damaging the memory).
5. To remove the Memory Stick, push out the tabs at both ends of the memory slot simultaneously, and then remove the Memory Stick.

To remove the memory:

Use two fingers to push the latches at either end of the slot outward, the memory will pop up, then remove the memory.

Jumper Setting

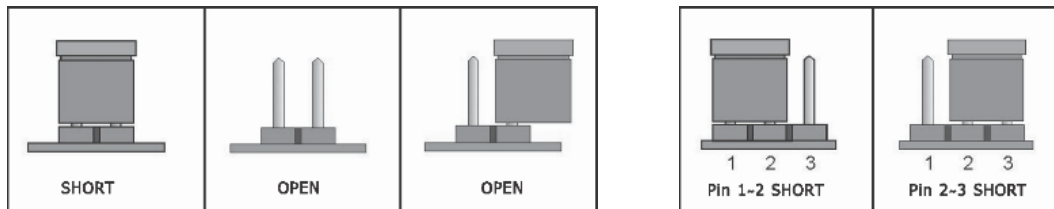
Before installing the hardware device, you can set the corresponding jumpers according to your needs based on the following table.

To identify the first pin of a jumper or connector

Look at the marking next to the jumper or connector. The triangle symbol "▲" or "1" or a bold line indicates the first pin; check the pad on the back of the motherboard. The square pad is the first pin. When connecting the connector to the device, be careful to distinguish the first pin. Mixing the pins will damage the motherboard.

2-pin headers: Insert a jumper cap into both pins turns them off (short).

3-pin headers: Insert a jumper cap into pins 1-2 or pins 2-3 to off (short) them.



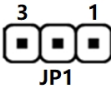
Restore on AC/Power Loss (JAT)

Image	Status	Setting
	1-2	Automatic power on
	2-3	ATX Mode (Default)

Case Open Setting (COPEN)

Image	Status	Setting
	1	Case open
	2	GND

USB Voltage Setting (JP1)

Image	Status	Setting
	1-2	USB3_PWR (Default)
	2-3	+5VSB

Motherboard Pin Definition

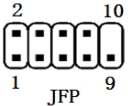
SATA Data

The motherboard provides 7-pin SATA data socket:

Image	PIN	Definition	PIN	Definition
	1	GND	2	SATA_TXP
	3	SATA_TXN	4	GND
	5	SATA_RX-	6	SATA_RXP
	7	GND	-	

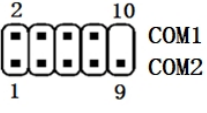
Front Panel Connectors (F_PANEL)

The motherboard provides F_PANEL pins (2*5-pin, 2.54mm pitch, 10th pin is empty)

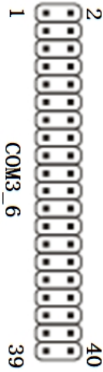
Image	PIN	Definition	PIN	Definition
	1	HDD_LED+	2	PWR_LED+
	3	HDD_LED-	4	PWR_LED-
	5	GND	6	PWR_ON
	7	RESET	8	GND
	9	GND	-	

Serial Port (COM)

The motherboard provides 2x COM pin (2*5-pin, 2.54mm pitch, 10th pin is empty):

Image	PIN	Definition	PIN	Definition
	1	DCD	2	RXD
	3	TXD	4	DTR
	5	GND	6	DSR
	7	RTS	8	CTS
	9	RI		

The motherboard provides a 4-in-1 built-in serial port (2*20-pin, 2.00mm pitch), combining 4x standard RS232 pins into a single connector.

Image	PIN	Definition	PIN	Definition
	1	MDCD3	2	MSIN3
	3	MSO3	4	MDTR3
	5	GND	6	MDSR3
	7	MRTS3	8	MCTS3
	9	XRI3	10	NC
	11	MDCD4	12	MSIN4
	13	MSO4	14	MDTR4
	15	GND	16	MDSR4
	17	MRTS4	18	MCTS4
	19	XRI4	20	NC
	21	MDCD5	22	MSIN5
	23	MSO5	24	MDTR5
	25	GND	26	MDSR5
	27	MRTS5	28	MCTS5
	29	XRI5	30	NC
	31	MDCD6	32	MSIN6
	33	MSO6	34	MDTR6
	35	GND	36	MDSR6
	37	MRTS6	38	MCTS6
	39	XRI6	40	NC

JP4~JP9 Settings

JP4~JP9 Jumpers are used to set the transmission mode of COM1-COM6. Both RS232 and RS485 transmission modes are supported. You can choose the setting according to your needs. The default transmission mode is RS232.

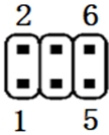
COM_JP4/5/6/7/8/9 (2*3-pin, 2.00mm pitch)

Image	PIN	Definition
 JP4	1-2	RS-232
	3-4	RS-485

PIN	Status
JP4	COM1
JP5	COM2
JP6	COM3
JP7	COM4
JP8	COM5
JP9	COM6

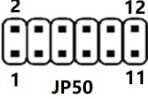
JRS485_12, JRS485_34, JRS485_56 Settings

Used to connect COM1-COM6 RS485 data signal transmission.

Image	PIN	Definition	PIN	Definition
	1	GND	2	5V
	3	TXDN	4	TXDP
	5	TXDN	6	TXDP

JP50 Setting

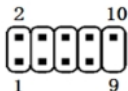
The JP50 jumper is used to set the 9th pin of COM1 and COM2 to be powered.

JP50	PIN	Definition
	1-2	RS232 (COM1)
	3-4	5V
	5-6	12V
	7-8	RS232 (COM2)
	9-10	5V
	11-12	12V

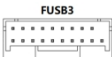
USB Connectors Pins (F_USB)

Before connecting the USB expansion board, be sure to turn off the computer and unplug the power cord from the socket to avoid damaging the USB expansion board.

The motherboard provides F_USB pins (2*5-pin, 2.54mm pitch, 9th pin is empty)

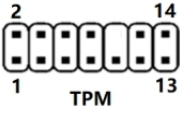
Image	PIN	Definition	PIN	Definition
	1	VCC	2	VCC
	3	USB1_DATA-	4	USB2_DATA-
	5	USB1_DATA+	6	USB2_DATA+
	7	GND	8	GND
			10	GND

The motherboard provides F_USB3.0 pins (2*10-pin, 2.00mm pitch, 10/20 th pin is empty)

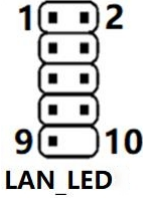
Image	PIN	Definition	PIN	Definition
	1	VBUS	11	D+
	2	SSRX1-	12	D-
	3	SSRX1+	13	GND
	4	GND	14	SSTX2+
	5	SSTX1-	15	SSTX2-
	6	SSTX1+	16	GND
	7	GND	17	SSRX2+
	8	D-	18	SSRX2-
	9	D+	19	VBUS
	10	-	20	-

Trusted Platform Module (TPM)

The motherboard provides TPM pins (2*7-pin, 2.00mm pitch)

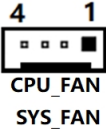
Image	PIN	Definition	PIN	Definition
	1	TPM_CLK	2	3.3VSB
	3	PLTRST_PCIE_S LOTS_N	4	3.3V
	5	LAD0	6	SER_IRQ
	7	LAD1	8	5V
	9	LAD2	10	NC
	11	LAD3	12	GND
	13	LFRAME#	14	GND

Network Indicator (LAN_LED)

Image	PIN	Definition	PIN	Definition
	1	LAN2_LED0_ACT	2	3.3V
	3	LAN2_LINK_1000 #	4	3.3V
	5	LAN1_LED0_ACT	6	3.3V
	7	LAN1_LINK_1000 #	8	3.3V
	9	/	10	NC

Cooling Fan Power Socket (CPU_FAN/SYS_FAN)

The motherboard provides SYS_FAN pins (1*4-pin, 2.54mm pitch)

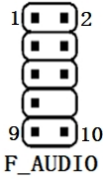
Image	PIN	Definition
 CPU_FAN SYS_FAN	1	Ground
	2	+12V
	3	FAN_TACH
	4	FAN_PWM

The motherboard provides SYS_FAN pins (1*2-pin, 2.54mm pitch)

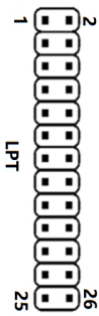
Image	PIN	Definition
 SYS_FAN	1	5V
	2	GND

Front Audio Connectors (F_AUDIO)

The motherboard provides F_AUDIO pins (2*5-pin, 2.54mm pitch)

Image	PIN	Definition	PIN	Definition
	1	MIC2_L	2	GND
	3	MIC2_R	4	NC
	5	LINEOUT2_R	6	MIC2_JD
	7	SENSE_B	8	NC
	9	LINEOUT2_L	10	Line2_JD

Line Print Terminal (LPT)

Image	PIN	Definition	PIN	Definition
	1	R_STB	2	R_AFD-
	3	R_PD0	4	R_ERR-
	5	R_PD1	6	R_INIT-
	7	R_PD2	8	R_SLIN-
	9	R_PD3	10	GND
	11	R_PD4	12	GND
	13	R_PD5	14	GND
	15	R_PD6	16	GND
	17	R_PD7	18	GND
	19	R_ACK-	20	GND
	21	R_BUSY	22	GND
	23	R_PE	24	GND
	25	R_SLCT	26	GND

BIOS User Guide

BIOS Description

This motherboard uses AMI BIOS. BIOS stands for (Basic Input Output System). It is a set of programs stored on a ROM (Read Only Memory) chip on the computer's motherboard. It stores the computer's most important basic I/O programs, the power-on self-test program, and the system startup program. It can read and write specific information about system settings from the CMOS. Its primary function is to provide the most basic and immediate hardware settings and control for the computer.

When you turn on your computer, the BIOS is the first program to run. It has the following main functions:

- The Power-On Self-Test (POST) checks whether the computer is functioning properly.
- It initializes and tests some external devices and loads your operating system.
- It provides the lowest-level, most basic control of your computer hardware.
- You manage your computer through the SETUP function in the BIOS.

The BIOS data is stored in a CMOS/RAM chip on the motherboard, maintained by a 3.3V button battery. It contains important system information and the BIOS Setup program for setting system parameters. When the system is operating normally, the BIOS does not need to be modified. However, if the CMOS data is lost due to other reasons, the BIOS must be reset.

Note:

Incorrect BIOS settings can directly damage the computer hardware and even burn out the motherboard. Those unfamiliar with the system are advised to modify the settings with caution. Because the motherboard BIOS is constantly being updated, the BIOS information in this manual is for reference only. We cannot guarantee that the BIOS information in this manual will be consistent with the actual BIOS information on the motherboard.

BIOS Settings

When the motherboard is powered on or the system is restarted, the following prompt will appear on the display screen in the Post interface. Press "DEL" on the keyboard to enter BIOS Setup.



If this message disappears before you respond, you can press <Ctrl> + <Alt> + <Del> at the same time to restart the computer, or shut down and then restart the computer, or press the power button on the case to restart the computer.

Keyboard keys	Functional Description
← / →	Move the Left and Right arrows to select the screen.
↑ / ↓	Move the Up and Down arrows to select the item.
+ / -	Increase/Decrease value or Change selection
<Enter>	Select, Confirm this option or Enter the submenu
<ESC>	Return to Main page, or End the setup process from Main page
<F1>	Show related Help instructions
<F2>	Restore previous settings
<F9>	Load the optimized settings (BIOS defaults)
<F10>	Save the changed settings and reboot

Debug code and troubleshooting

Diagnostic Code	Issue	Troubleshooting
FF, 00, C0, D0, CF, F1, A3, CD	The CPU is not working (00 code appears, this code appears in the BIOS operation interface or when installing the system)	Make sure the CPU power is plugged in, the CPU is facing the right direction, and that there are no bent pins in the socket.
b7, b9, b4, 01, C1, C6, E1, D3, D4, D8, b0, A7, 6F, bA, bd	Memory stick error	Reinstall the memory module
b2,AE,D6,0D,0A,0B,24, 25, 26, 2A, 2B, 3E	Graphics card error	Reinstall or replace the graphics card
19 or C1-C6-01-02-19 cyclic hopping code	BIOS self-test error	Reset BIOS to default settings
Ab, AE	Graphics card or M.2 SSD self-test error	Check the graphics card power supply, reinstall the graphics card or M.2 SSD
BF	The memory frequency exceeds the range supported by the CPU and is not automatically reduced.	Install memory modules with appropriate frequencies
04, 05	The USB cable slot on the motherboard is the wrong port or other wiring errors	Check whether the letters on the chassis wires correspond to the wiring diagram and whether they are correctly wired.
B1	Memory Incompatible	Replace the memory module with one of the appropriate specifications
53	Memory module not detected	Check that the memory module is properly installed.
9A, CD	CPU Incompatible	Replace the CPU with a motherboard-compatible model.
9C	Memory or CPU self-test failed	Check the corresponding Memory and CPU
96	CPU does not support enhanced BIOS	Replace the CPU model or Revert to the original BIOS and use the E5 26xx series CPU
AA, bb, 10, 40, 73, 84, 55	Normal code	No need to worry

Common fault analysis and solutions

We have compiled some frequently asked questions for your reference. Please check <https://bkminipc.com/frequently-asked-questions-and-answers/>

Error	Inspection Method
Unable to start after power on	Make sure the power cord is properly connected. Make sure that the power supply you are using meets the power supply requirements of the motherboard. Try to reinsert the Memory Stick. Try to replace the Memory Stick. Try to clear the CMOS of the main board. Please confirm if there is an external expansion card and if it is normal after removing the external card.
Unable to display after power on	Make sure the monitor is turned on. Make sure the monitor and host power cables are properly connected. Make sure the monitor and host cables are properly connected. Check to see if the monitor is in "Sleep" mode. Try changing the monitor interface or replacing the monitor.
BIOS Setup cannot be saved	Check that the CMOS battery is installed Try to replace the CMOS battery (CR2032) Adjust the time and date in BIOS setup
Unable to find a bootable device	Make sure the drive's power and data cables are properly connected. Make sure the operating system is installed on the drive. Make sure the hard drive is not physically damaged.
Blue screen or freeze when logging on to the system	Check if the Memory Stick and External Card are loose. Try removing the newly installed hardware and uninstalling the newly installed driver or software. Try replacing the memory with a different specification.
Slow entry into the operating system	Check if the CPU cooling fan is running normally. Check if the remaining space of the system partition is insufficient. Use software to check for bad sectors on the hard drive.
System restarts automatically	Confirm that the CPU cooling fan is rotating normally. Confirm that the switch/reset button has not been accidentally touched. Confirm that the Memory Stick and external card are loose. Confirm that the power supply has sufficient load capacity, try to replace the power supply Check if the system is infected with viruses.
Unable to detect USB device	Confirm that the USB device requires separate power. Confirm that the USB interface has poor contact. Confirm that the USB controller is enabled in the BIOS setup.

Useful Links

Submit your suggestions and ideas in the community	https://www.reddit.com/r/bkminipc/	
Watch our new product demos	https://www.youtube.com/@BKHD-PCs	
Corporate News and Cooperation	https://www.linkedin.com/company/beikong/	
Get our latest news on Meta	https://www.facebook.com/people/%E5%80%8D%E6%8E%A7/61558406109357/	