



# **Modern Series**

## **All-in-One PC**

Modern AM273Q AI 1UMG (MS-AF01)

Modern AM273QP AI 1UMG (MS-AF01)

Service Guide

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## Revision

V1.0, 2024/11

## How to Use this Service Guide

This Service Guide provides in-depth illustration of disassembling/assembling the product. Since the topics in this guide may be related, it is recommended that you read it from cover to cover first. After that, you may go directly to any specific topic that most meets your immediate needs.

# Safety Instructions

Adhere to safety precautions when handling the product to prevent harm or damage to individuals or the product's functionality.

## Power

- If the power cord comes with a 3-pin plug, do not disable the protective earth pin from the plug. The monitor must be connected to an earthed mains socket-outlet.
- Disconnect all power sources and place the product on a steady surface before disassembly/assembly.
- When unplugging the power cord, always hold the connector part of the cord. Never pull the cord directly.
- Place the power cord in a way that people are unlikely to step on it. Do not place anything on top of the power cord.
- If this product comes with an adapter, use only the MSI provided AC adapter approved for use with this product.

## Battery

Please take special precautions if this product comes with a battery.

- Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.
- Avoid disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, which can result in an explosion.
- Avoid leaving a battery in an extremely high temperature or extremely low air pressure environment that can result in an explosion or the leakage of flammable liquid or gas.
- Do not ingest battery. If the coin/button cell battery is swallowed, it can cause severe internal burns and can lead to death. Keep new and used batteries away from children.

## Environment

- Do not place the product in environments subject to mist, smoke, vibration, excessive dust, salty or greasy air, or other corrosive gases and fumes.
- To avoid electrostatic discharge, use an anti-static wrist strap before handling components. Always handle electrostatic-sensitive components, parts, and assemblies only at static-free work areas.
- Handle components with care. Do not touch the pins or contacts on a component.
- Place components on a grounded anti-static pad or on the bed that came with the components whenever the components are separated from the product.
- Handle the display panel with extra care as it is fragile and could break.
- Do not perform any maintenance with wet hands.
- Prevent foreign substances, such as water, other liquids or chemicals, from entering the product while performing disassembly/assembly.
- After assembly, ensure that all screws are replaced and no stray screws remain inside the product.

# Conditional Warranty Service

MSI provides a conditional warranty service for selected models. Please visit [MSI Member Center](#) for further information.

## Upgrade and Service

Available hardware features may only be offered as part of an upgrade, repair, or replacement service offered by MSI or an authorized service provider.

MSI offers customers replacement parts, product repair and services for 3 years from the date of sale for all EPEAT-registered products.

Damages caused by servicing of products not authorized by MSI or the use of modified or non-MSI authorized parts or components are not covered by MSI Limited Warranty Agreement.

Visit [MSI Service Location](#) to obtain these services offered by MSI.

Go to [MSI Web Ticket](#) to receive further assistance if needed.

## Data Sanitization

MSI will not assume any responsibility or confidentiality obligation for the security of any data stored on the equipment submitted for recycling. Users are advised to back up and remove all data from the computers.

Before recycling, we recommend that users follow instructions on [Data Sanitization](#) to permanently and irreversibly remove all personal files, applications and settings from the computers.

# Publicly Available Service Information

| Service Information  | Section   |
|--|---|
| Disassembly instructions including identifying the required tools.   | <a href="#"><u>Product Components and Accessories</u></a><br><a href="#"><u>Recommended Tools</u></a> |
| Exploded diagram of parts.   | <a href="#"><u>Product Components and Accessories</u></a>   |
| List of spare parts including manufacturer-approved spare parts and how to obtain them.  | <a href="#"><u>Product Upgradeability and Repairability</u></a>                                       |
| Maintenance procedures or guidance on where to obtain the procedures.  | <a href="#"><u>System Diagnosis</u></a>   |
| Troubleshooting instructions, software diagnostic tools, troubleshooting videos or other troubleshooting guidance.   | <a href="#"><u>Troubleshooting</u></a><br><a href="#"><u>Service &gt; Troubleshooting</u></a>         |
| Instructions on how to obtain software updates (not applicable to display products).   | <a href="#"><u>Support</u></a>  |
| Instructions on how the user can remove personal data. If the instructions require destruction of the storage, instructions to replace the storage shall be provided (not applicable to display products). | <a href="#"><u>Data Sanitization</u></a>  |

| It is acceptable for service instructions to exclude information that, as determined by the manufacturer:   |     |
|---|-----|
| a) May expose the user to risk of injury, or  | N/A |
| b) Breaches intellectual property rights, or  | N/A |
| c) Compromises user privacy or security, or   | N/A |
| d) Involves the disassembly of a battery pack or power supply   | N/A |
| If claiming any of the four exclusions above the manufacturer shall demonstrate how the product is restored to normal operating condition after being repaired. Repair may include replacement of the component[s] associated with the exclusion. | N/A |



# **Disassembly & Assembly**

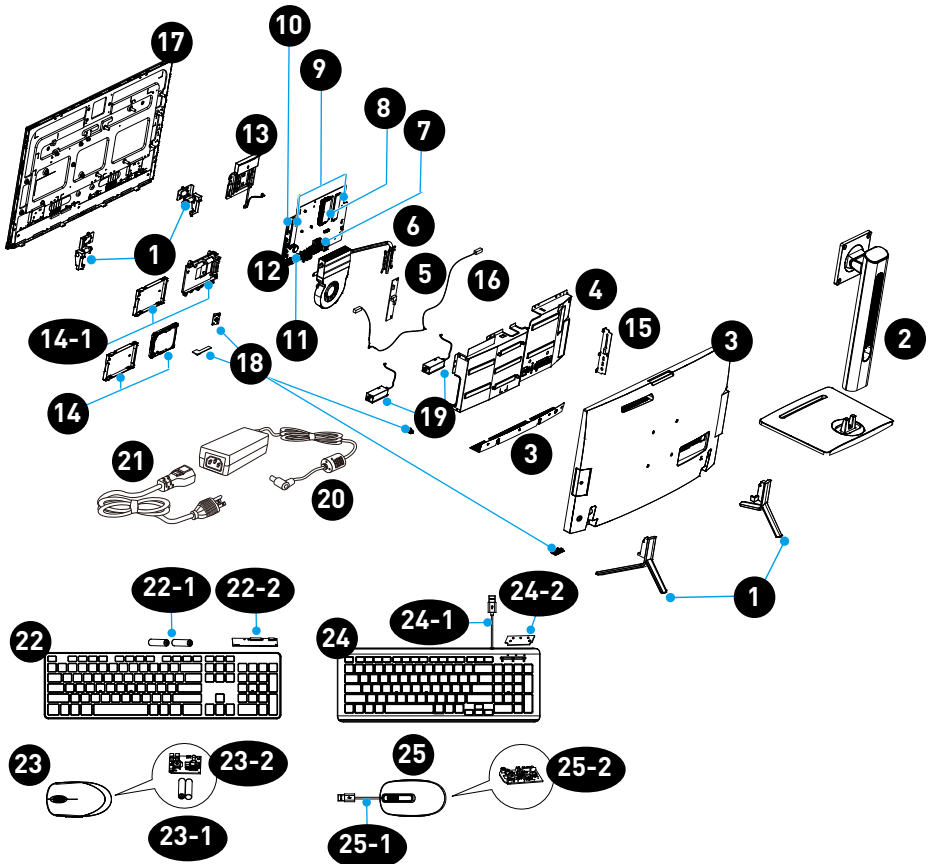
# Product Components and Accessories



## **Important**

MSI provides the below list of components for the system configuration purchased and within 2 years after discontinuation of the product to increase the operational life of that product. Further services can be obtained by contacting [MSI Online Customer Service](#).

1. [Fixed Stands with Stand Hinges](#)  
(Modern AM273Q AI 1UMG)
2. [Lift Stand](#)  
(Modern AM273QP AI 1UMG)
3. [Rear Cover & Metal Mesh](#)
4. [Mainboard Shield](#)
5. [Converter Board](#)
6. [Fan & Thermal Module](#)
7. [TPM Module](#)
8. [Memory Module](#)
9. [Solid State Drive](#)
10. [Wireless Card](#)
11. [Coin Battery](#)
12. [Mainboard](#)
13. [Webcam Module](#)
14. [HDD & HDD Tray \(Optional\)](#)
- 14-1. [HDD Fixed Plate & HDD Tray](#)
15. [Side I/O Cover](#)
16. [WiFi Antenna](#)
17. [LCD Panel & LCD Panel Bracket](#)
18. [Navi Board, Navi Key, Power Button Board & LED Lens](#)
19. [Speakers](#)
20. [External Power Supply](#)
21. Power Cord
22. [Wireless Keyboard \(Optional\)](#)
- 22-1. [Keyboard Battery \(Optional\)](#)
- 22-2. [Wireless Keyboard Board \(Optional\)](#)
23. [Wireless Mouse \(Optional\)](#)
- 23-1. [Mouse Battery \(Optional\)](#)
- 23-2. [Wireless Mouse Board \(Optional\)](#)
24. [Wired Keyboard \(Optional\)](#)
- 24-1. [Keyboard Cable \(Optional\)](#)
- 24-2. [Wired Keyboard Board \(Optional\)](#)
25. [Wired Mouse \(Optional\)](#)
- 25-1. [Mouse Cable \(Optional\)](#)
- 25-2. [Wired Mouse Board \(Optional\)](#)



# Product Upgradeability and Repairability

Hardware features for upgradeable, repairable or replaceable using only commonly available tools and listing of replaceable spare parts by products can be obtained by contacting [MSI Online Customer Service](#).

For replacement, repair, or upgrade methods, please refer to the [hyperlinks](#) in the table below.

| Hardware feature items   | Upgradeable        | Repairable        | Replaceable        | Soldering        |
|--|--------------------|-------------------|--------------------|------------------|
| The main processor(s) or system on a chip (SOC)  | No                 | No                | No                 | Yes              |
| <a href="#">The main memory capacity of the system</a>                                       | No                 | No                | Yes                | No               |
| <a href="#">Mass storage capacity of the system</a>  | Yes                | No                | Yes                | No               |
| <a href="#">Wireless networking capability</a>   | No                 | No                | Yes                | No               |
| Graphics capability (integrated or discrete)   | No                 | No                | No                 | Yes              |
| <a href="#">Display panel or display assembly</a>  | No                 | No                | Yes                | No               |
| Integrated mechanical keyboards  | N/A                | N/A               | N/A                | N/A              |
| <a href="#">All batteries</a>  | No                 | No                | Yes                | No               |
| <a href="#">All external and internal power supplies</a>                                     | No                 | No                | Yes                | No               |
| <a href="#">All fan assemblies</a>   | No                 | No                | Yes                | No               |
| <b>AND At least two of the following (or one, if all remaining are absent from product):</b> | <b>Upgradeable</b> | <b>Repairable</b> | <b>Replaceable</b> | <b>Soldering</b> |
| <a href="#">Speakers</a>   | No                 | No                | Yes                | No               |
| <a href="#">Camera</a>   | No                 | No                | Yes                | No               |
| Touchpad   | N/A                | N/A               | N/A                | N/A              |
| I/O connectors and external power connection   | No                 | No                | No                 | Yes              |
| Readers (eg. magnetic stripe, Dallas key, fingerprint, Smart card)                           | N/A                | N/A               | N/A                | N/A              |

## Recommended Tools

The following tools may be needed while performing the disassembly and assembly procedures.

- Cross-head screwdriver
- Parallel screwdriver
- Tweezers
- Pry tool
- Diagonal pliers (optional)
- Heat gun (optional)
- Anti-static gloves
- Anti-static wrist strap (optional)
- Anti-static mat with grounding wire (optional)

# Screw List

Please refer to the screw list below while proceeding the disassembly and assembly of the computer.

Note: This screw list is for reference only and may vary from models to models. It is highly recommended that users contact the authorized service center for further assistance.

## Modern AM273Q AI 1UMG

| Component        | Screw Type | Quantity       |
|------------------|------------|----------------|
| Deco Strip       | M3*L4      | 1              |
| Stand Hinge L/R  | M3*L5      | 6              |
| Webcam Plate     | M3*L3      | 4              |
| EMI Finge        | B3*L5      | 1              |
| Webcam Structure | M3*L4.5    | 2              |
| HDD Fixed Plate  | M3*L6      | 4              |
| SATA Cable       | B3*4.8+3.5 | 2              |
| 2.5" HDD         | M3*L4      | 4              |
| Navi Board       | B3*L5      | 2              |
| SSD 2280         | M2*L3      | 2 (1 optional) |
| Wireless Card    | M2*L3      | 1              |
| Mainboard        | M3*L4      | 7              |
| Cooler Module    | M2.5*L4    | 4              |
|                  | M3*L4      | 1              |
| Fan              | M3*L4      | 3              |
| Convertor Board  | M3*L6      | 2              |
| EMI Cover        | M3*L4      | 8              |
|                  | #4-40*L4.8 | 2              |
| Side I/O Cover   | M3*L3      | 2              |
| Rear Cover       | B3*L4.5    | 5              |
|                  | M3*L12     | 1              |
| Webcam Cover     | M3*L3      | 1              |

## Modern AM273QP AI 1UMG

| Component        | Screw Type | Quantity       |
|------------------|------------|----------------|
| Deco Strip       | M3*L4      | 1              |
| Stand Hinge L/R  | M3*L5      | 6              |
| Webcam Plate     | M3*L3      | 4              |
| EMI Finge        | B3*L5      | 1              |
| Webcam Structure | M3*L4.5    | 2              |
| HDD Fixed Plate  | M3*L6      | 4              |
| SATA Cable       | B3*4.8+3.5 | 2              |
| 2.5" HDD         | M3*L4      | 4              |
| Navi Board       | B3*L5      | 2              |
| SSD 2280         | M2*L3      | 2 (1 optional) |
| Wireless Card    | M2*L3      | 1              |
| Mainboard        | M3*L4      | 7              |
| Cooler Module    | M2.5*L4    | 4              |
|                  | M3*L4      | 1              |
| Fan              | M3*L4      | 3              |
| Convertor Board  | M3*L6      | 2              |
| EMI Cover        | M3*L4      | 8              |
|                  | #4-40*L4.8 | 2              |
| Side I/O Cover   | M3*L3      | 2              |
| Rear Cover       | B3*L4.5    | 5              |
|                  | M3*L12     | 1              |
| Webcam Cover     | M3*L3      | 1              |
| Lift Stand       | M4*L2.1+8  | 4              |

### Wireless Keyboard (Optional)

| Component   | Screw Type  | Quantity |
|-------------|-------------|----------|
| PCBA        | CB2.0mm*4.0 | 2        |
| Top Case    | PB1.2mm*3.0 | 3        |
|             | CB2.0mm*4.0 | 13       |
| Bottom Case | CB2.0mm*4.0 | 3        |

### Wireless Mouse (Optional)

| Component   | Screw Type | Quantity |
|-------------|------------|----------|
| PCBA        | M2.0mm*6.0 | 2        |
| Bottom Case | M2.0mm*7.0 | 1        |

### Wired Keyboard (Optional)

| Component   | Screw Type | Quantity |
|-------------|------------|----------|
| Metal Bar   | M3*6       | 2        |
| Bottom Case | M2.5*5     | 9        |

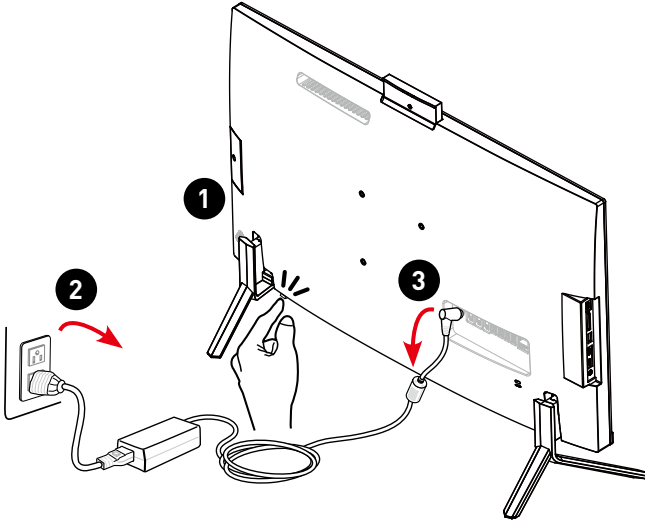
### Wired Mouse (Optional)

| Component   | Screw Type | Quantity |
|-------------|------------|----------|
| PCBA        | M2*L4      | 2        |
| Bottom Case | M2.5*L8    | 1        |

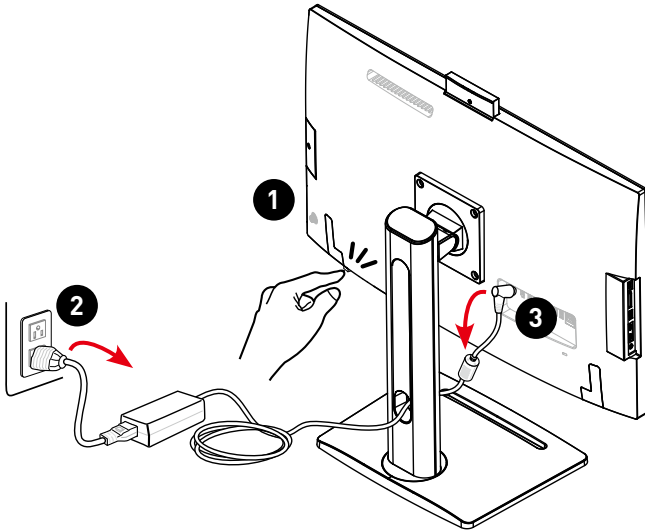
## Preparation for Disassembly

1. Power off the PC.
2. Disconnect the power cord from the electrical outlet.
3. Disconnect the power cord from the PC.

### Modern AM273Q AI 1UMG



## Modern AM273QP AI 1UMG



### Important

- *Disconnect all power sources and place the PC on a steady surface before disassembly/assembly.*
- *When unplugging the power cord, always hold the connector part of the cord. Never pull the cord directly.*
- *Do not place the PC in environments subject to mist, smoke, vibration, excessive dust, salty or greasy air, or other corrosive gases and fumes.*
- *To avoid electrostatic discharge, use anti-static gloves or an anti-static wrist strap before handling electrostatic-sensitive components.*
- *Handle the display panel with extra care as it is fragile and could break.*
- *Do not perform any maintenance with wet hands.*
- *After assembly, ensure that all screws are replaced and no stray screws remain inside the PC.*



# Fixed Stand (Modern AM273Q AI 1UMG)

## Stand Disassembly

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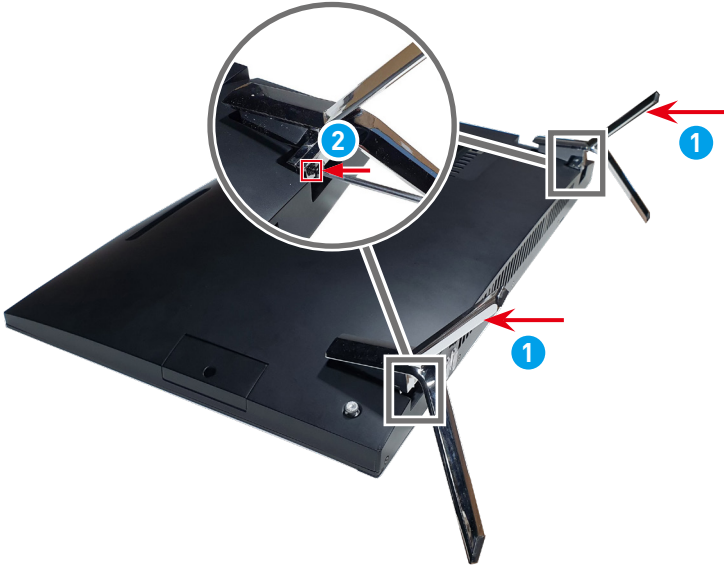
1. Place the PC on a steady, protected surface.
2. Locate and remove the screws **1** that secure the stand with a cross-head screwdriver.
3. Lift the stand **2** off the rear cover.



## Stand Assembly

---

1. Place the stand **1** atop the rear cover groove with screw holes aligned.
2. Tighten the screws **2** with a cross-head screwdriver to secure the stand.



# Lift Stand (Modern AM273QP AI 1UMG)

## Stand Disassembly

---

1. Place the PC on a steady, protected surface.
2. Locate and remove the screws **1** that secure the stand with a cross-head screwdriver.
3. Lift the stand **2** off the rear cover.



## Stand Assembly

---

1. Place the stand **1** atop the rear cover groove with screw holes aligned.
2. Tighten the screws **2** with a cross-head screwdriver to secure the stand.

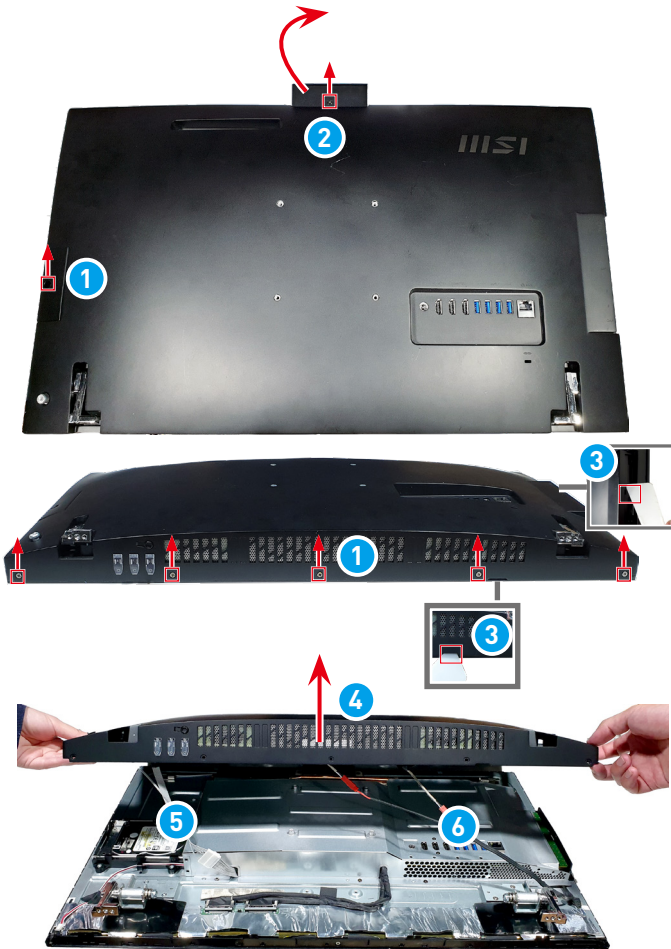


# Rear Cover

## Rear Cover Disassembly

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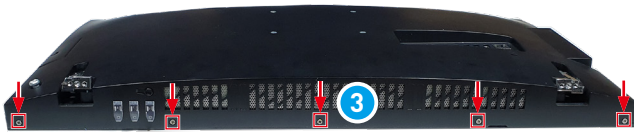
1. Locate and remove the screws **1** that secure the rear cover with a cross-head screwdriver. Remove webcam cover and its screw **2**. Pry open from slots **3** at bottom and right side of the rear cover with a pry tool to disengage the cover hooks.
2. Lift the rear cover **4** and disconnect power button cable **5** and speaker cables **6** to uncover the mainboard shield.



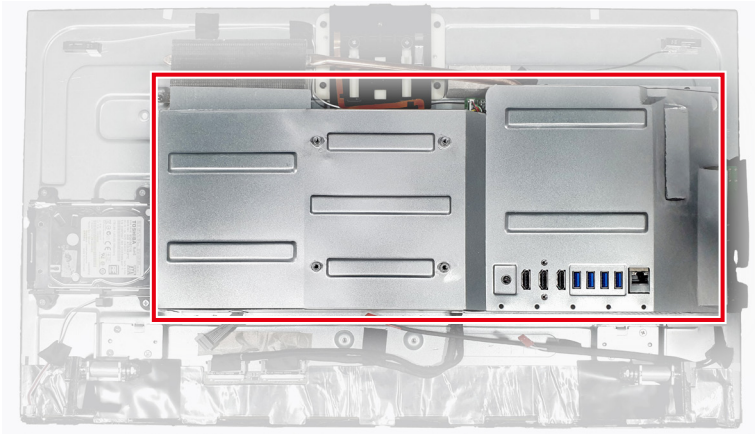
## Rear Cover Assembly

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1. Connect power button cable **1**, speaker cables **2**, and tighten screws **3** that secure rear cover with a cross-head screwdriver.
2. Place the webcam cover and tighten its screw **4** with a cross-head screwdriver.

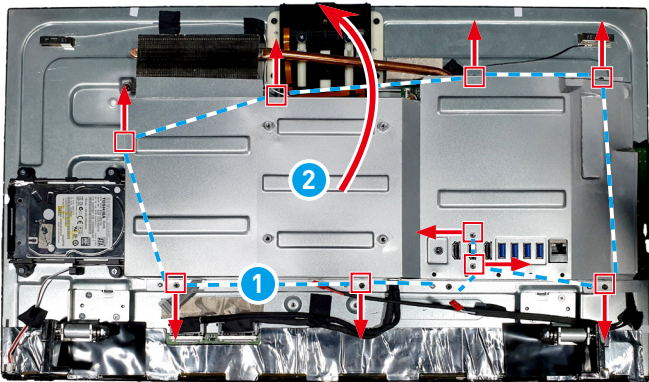


# Mainboard Shield



## Mainboard Shield Disassembly

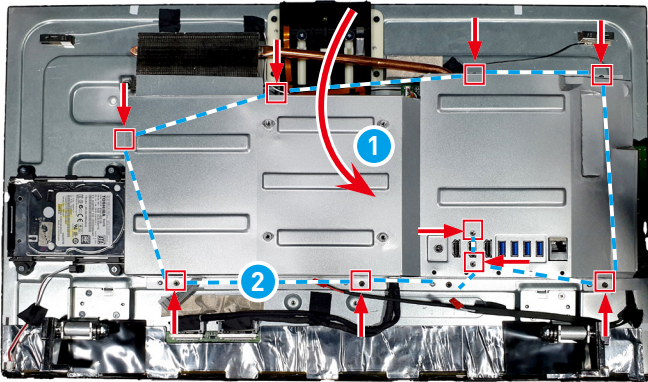
1. Follow [Rear Cover Disassembly](#) to uncover mainboard shield.
2. Locate and remove the screws **1** that secure the mainboard shield with a cross-head screwdriver.
3. Lift the mainboard shield **2** up to uncover the mainboard.



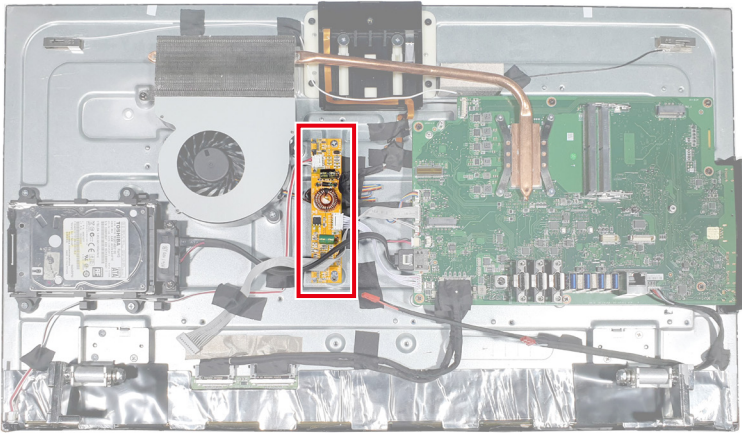
## Mainboard Shield Assembly

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1. Place the mainboard shield **1** atop the mainboard with screw holes aligned.
2. Tighten the screws **2** with a cross-head screwdriver to secure the mainboard shield in place.



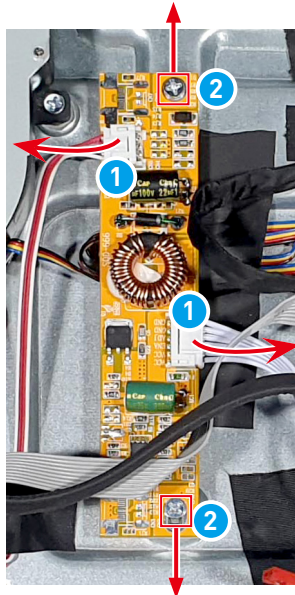
# Converter Board



## Converter Board Disassembly

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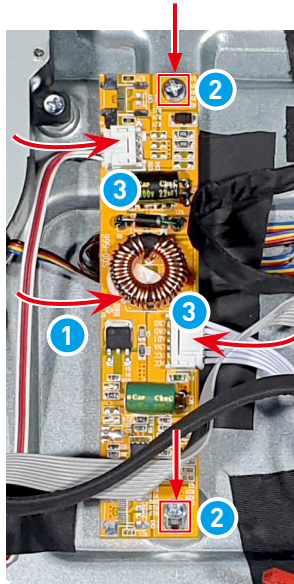
1. Locate and disconnect the converter board cables **1**.
2. Locate and remove the screws **2** that secure the converter board with a cross-head screwdriver.
3. Lift and remove the converter board **3** from the LCD panel bracket.



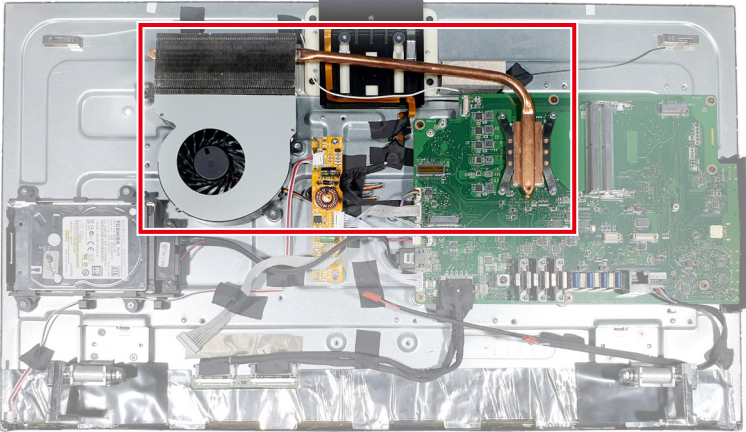
## Converter Board Assembly

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1. Locate and place the converter board **1** atop the LCD panel bracket with screw holes aligned.
2. Replace and tighten the screws **2** with a cross-head screwdriver to secure the converter board in place.
3. Connect the converter board cables **3**.

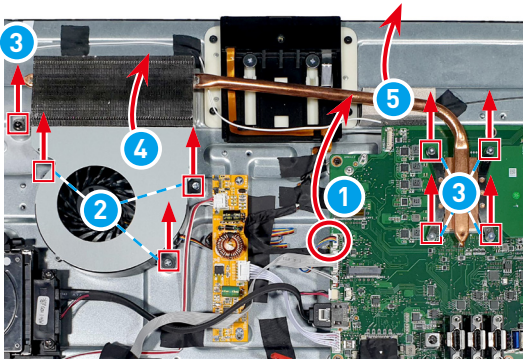


# Fan & Thermal Module



## Fan & Thermal Module Disassembly

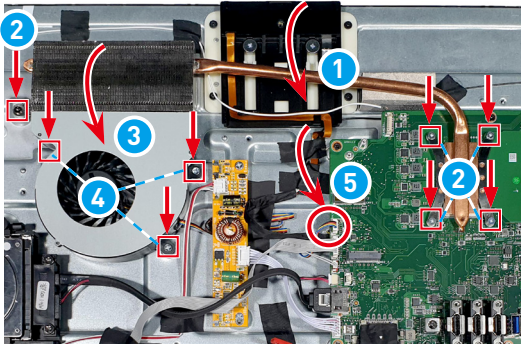
1. Disconnect the fan cable **1** from the mainboard. Remove the screws **2** that secure the fan with a cross-head screwdriver.
2. Remove the screws **3** that secure the thermal module with a cross-head screwdriver.
3. Lift the fan **4** and the thermal module **5** off the mainboard.



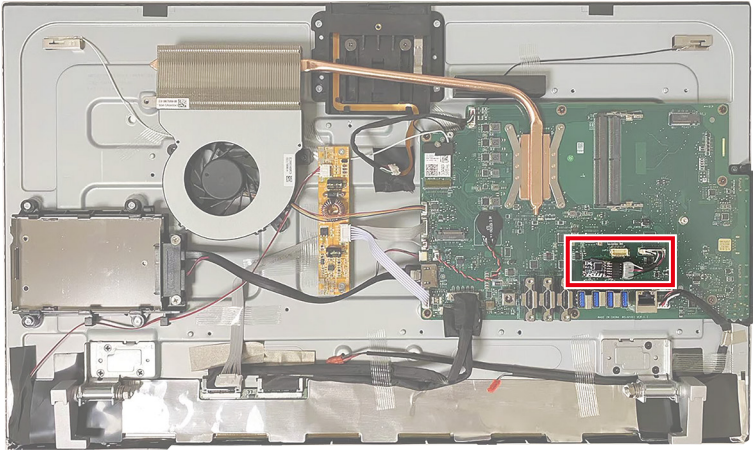
## Fan & Thermal Module Assembly

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1. Place thermal module **1** atop the CPU with screw holes aligned. Tighten the screws **2** with a cross-head screwdriver to secure the thermal module in place.
2. Place the fan **3** with screw holes aligned. Tighten with screw holes aligned **4** with a cross-head screwdriver to secure the fan in place.
3. Connect the fan cable **5** to the mainboard.



# TPM Module



## TPM Module Disassembly

1. Locate and disconnect the TPM module cable ①.
2. Use your fingers to grab the edge of the TPM module ② and gently pull it off the mainboard.



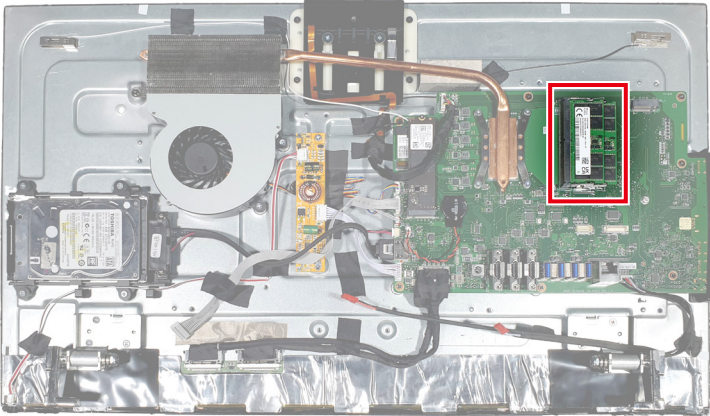
## TPM Module Assembly

---

1. Place the TPM module **1** onto the mainboard and secure the module with its adhesive tape underneath.
2. Connect the TPM module cable **2**.

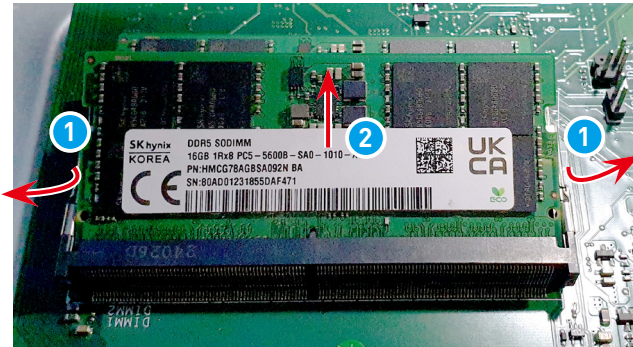


# Memory Module



## Memory Module Disassembly

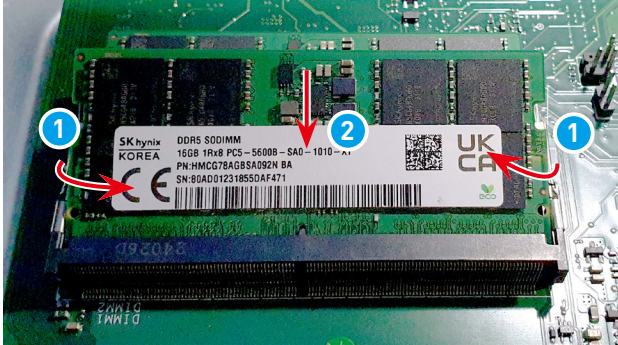
1. Spread apart the slot clips **1** on the memory module slot until the memory module pops up.
2. Slide and remove the memory module **2** from the slot.
3. Repeat the steps if there are more memory modules **2**.



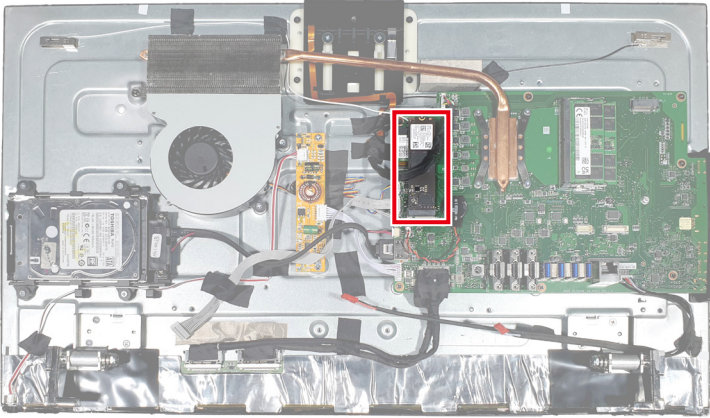
## Memory Module Assembly

---

1. Align the notch on the memory module with the key on the slot and insert the memory module **1** into the slot.
2. Push the memory module gently downwards until the slot clips **2** click and lock the memory module in place.
3. Repeat the steps if there are more memory modules **1**.

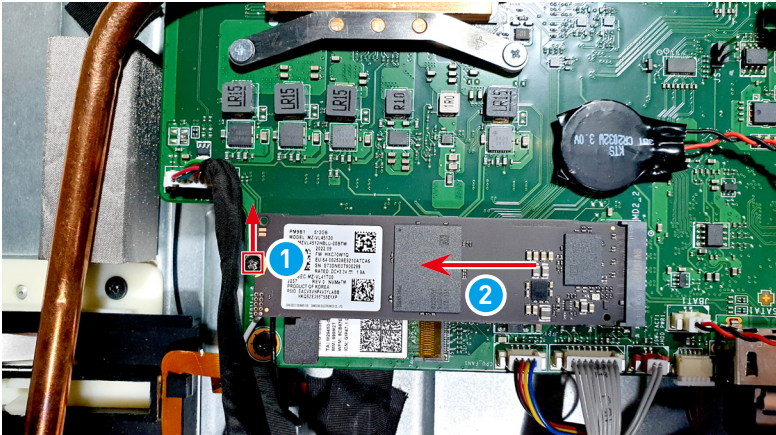


# Solid State Drive



## Solid-State Drive Disassembly

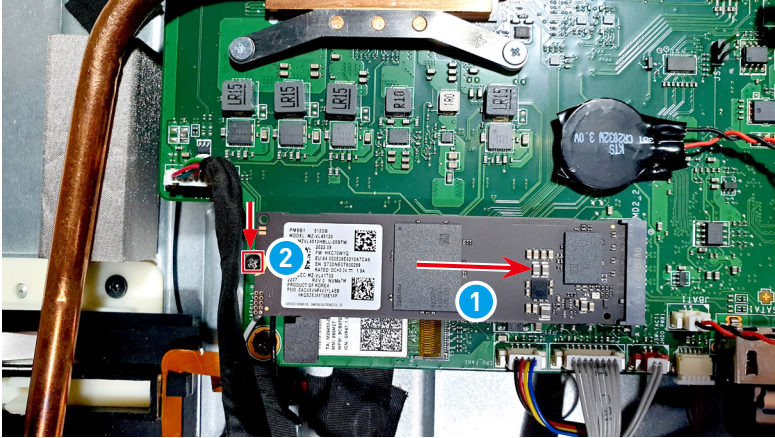
1. Remove the screw **1** that secures the solid-state drive with a cross-head screwdriver.
2. Slide and remove the solid-state drive **2** from the M.2 slot.



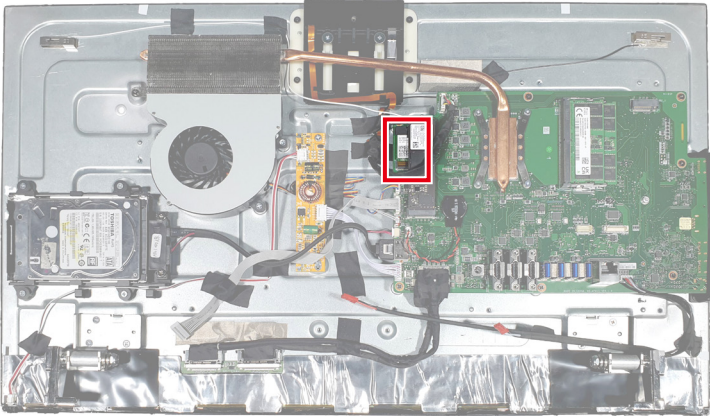
## Solid-State Drive Assembly

---

1. Align the notch on the solid-state drive with the tab on the M.2 slot.
2. Slide the solid-state drive **1** into the M.2 slot.
3. Replace and tighten the screw **2** with a cross-head screwdriver to secure the solid-state drive in place.

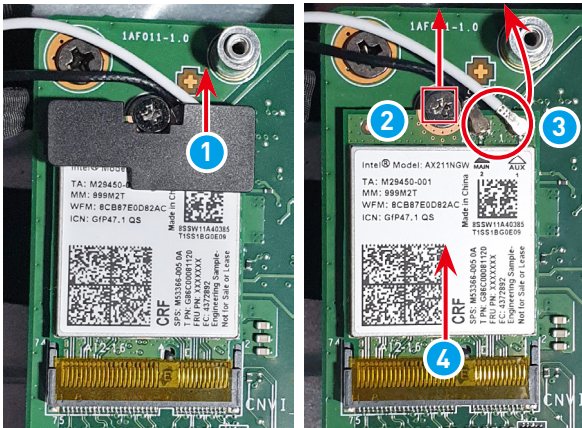


# Wireless Card



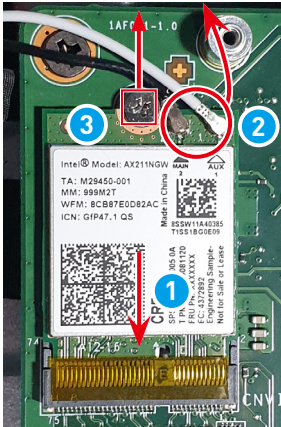
## Wireless Card Disassembly

1. Follow [Solid-State Drive Disassembly](#) to remove the SSD and uncover the wireless card underneath.
2. Locate and remove the wireless card clip **1** and remove the screw **2** that secures the wireless card with a cross-head screwdriver.
3. Disconnect the antenna cables **3**.
4. Remove the wireless card **4** from the card slot.

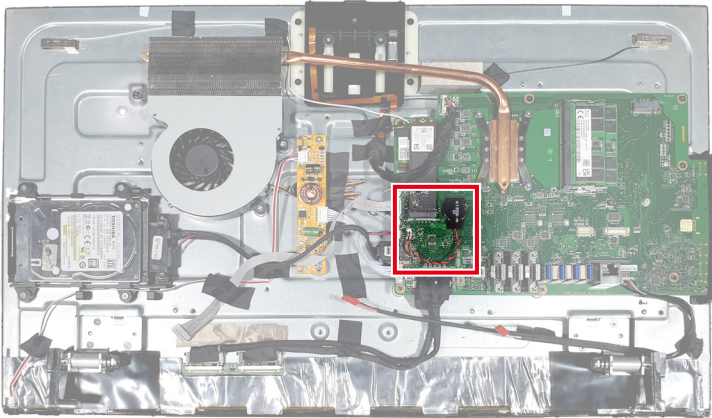


## Wireless Card Assembly

1. Align the notch on the wireless card with the key on the slot, and insert the wireless card **1** into the slot.
2. Connect the antenna cables **2** to the wireless card.
3. Gently push the wireless card downwards and use a cross-head screwdriver to secure the card with the screw **3**.
4. Replace and secure the wireless card clip **4** onto the wireless card.



# Coin Battery



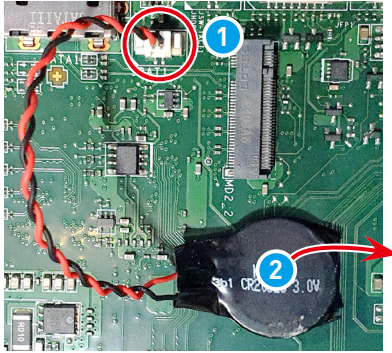
## Important

- *Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.*
- *Avoid disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, which can result in an explosion.*
- *Avoid leaving a battery in an extremely high temperature or extremely low air pressure environment that can result in an explosion or the leakage of flammable liquid or gas.*
- *Do not ingest battery. If the coin/button cell battery is swallowed, it can cause severe internal burns and can lead to death. Keep new and used batteries away from children.*

## Coin Battery Disassembly

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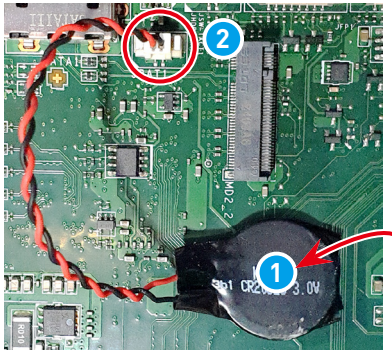
1. Locate and disconnect the coin battery cable **1**.
2. Use your fingers to grab the edge of the coin battery **2** and gently pull it off. Remove the coin battery along with its cable from the mainboard.



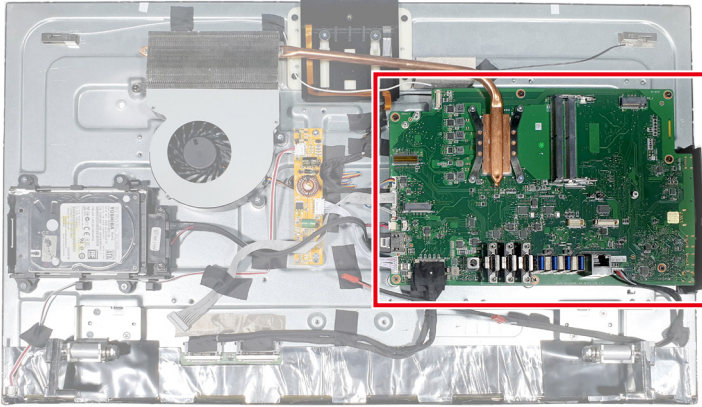
## Coin Battery Assembly

---

1. Replace the coin battery **1** and secure it with its adhesive tape.
2. Connect the coin battery cable **2**.

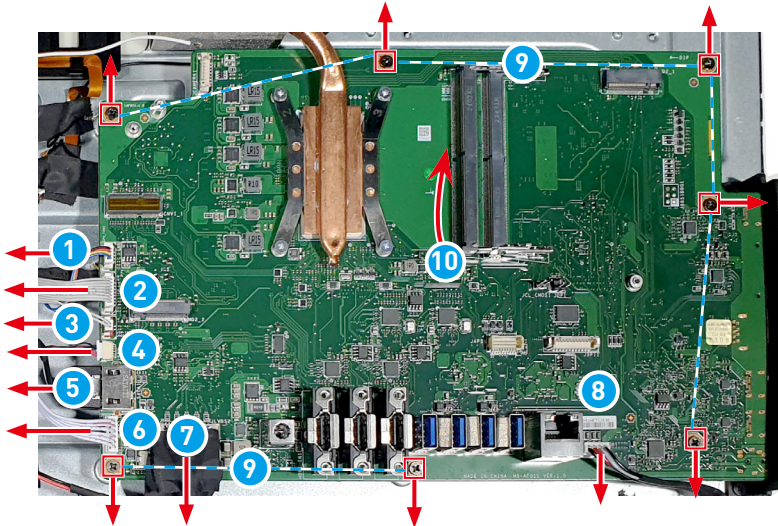


# Mainboard



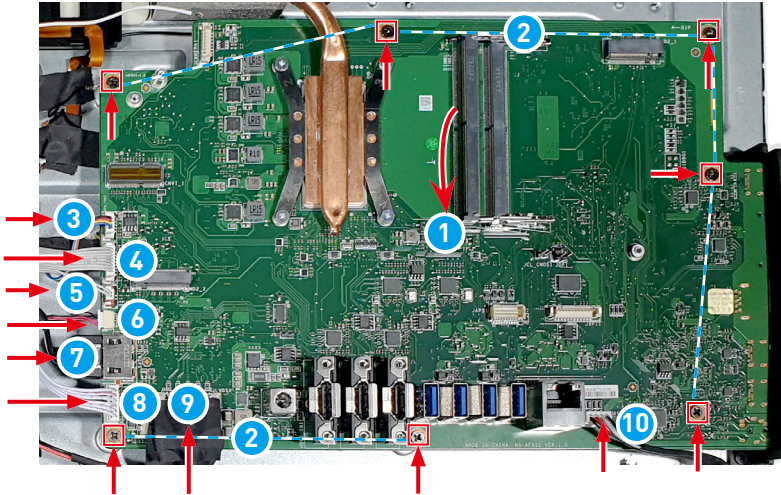
## Mainboard Disassembly

1. After disassembling the fan, thermal module and all onboard components, disconnect the fan cable **1**, power button cable **2**, Navi board cable **3**, HDD power cable **4**, SATA cable **5** converter board cable **6**, LVDS cables **7**, and speaker cable **8** from the mainboard.
2. Remove the screws **9** that secure the mainboard with a cross-head screwdriver. Lift and remove the mainboard **10** from the LCD panel bracket.

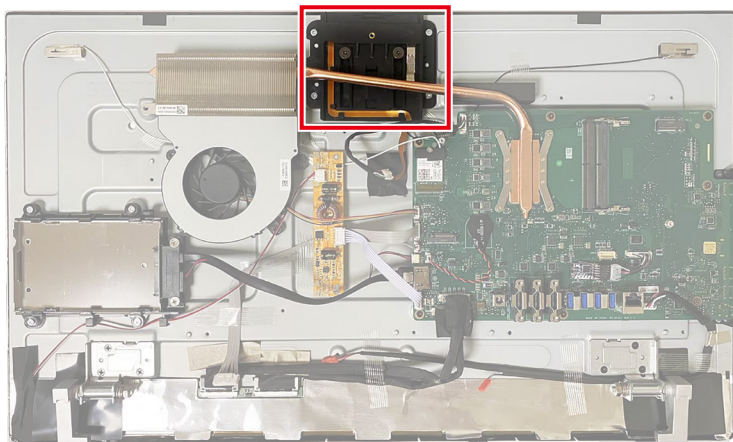


## Mainboard Assembly

1. Place the mainboard **1** atop the LCD panel bracket with screw holes aligned. Replace and tighten the screws **2** with a cross-head screwdriver to secure the mainboard in place.
2. Connect the the fan cable **3**, power button cable **4**, Navi board cable **5**, HDD power cable **6** SATA cable **7** converter board cable **8**, LVDS cables **9**, and speaker cable **10** to the mainboard.

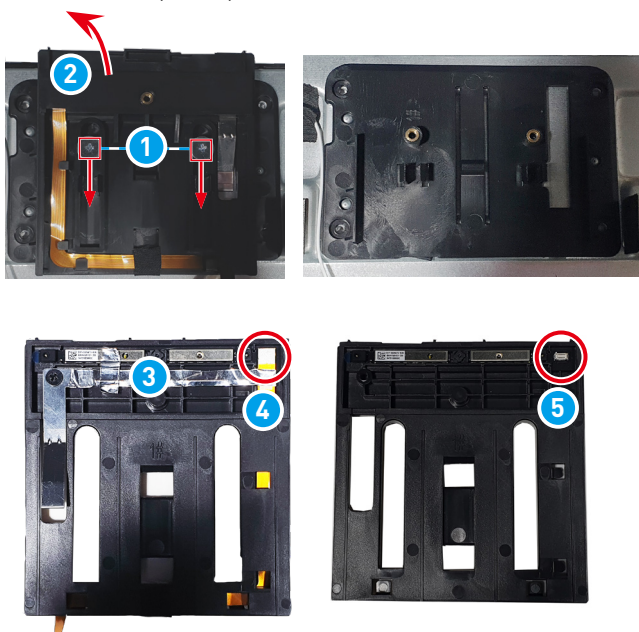


# Webcam Module



## Webcam Module Disassembly

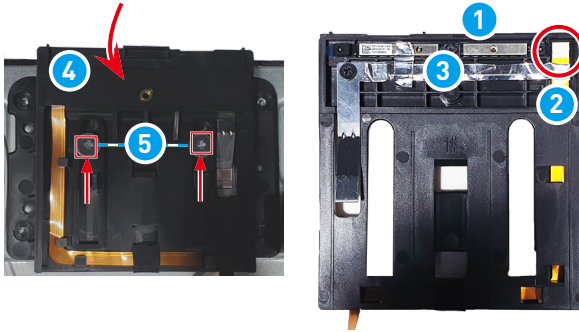
1. Remove the screws **1** to take out the webcam module structure **2**.
2. Reverse the plastic plate. Remove the adhesive tapes **3** and the connector **4** on FPC. Reverse the plate again and remove the webcam module **5** to separate it from the plastic part with tweezers.



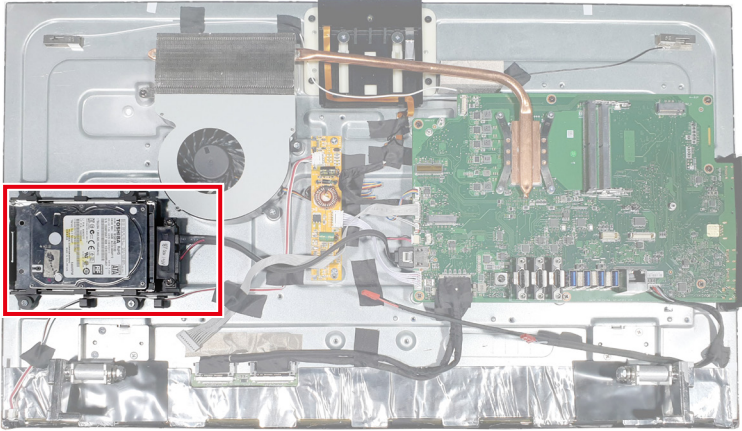
## Webcam Module Assembly

---

1. Tear off the release paper of the webcam module. Stick the webcam module to the structure as shown in the illustration ①.
2. Replace and secure the connector ② on FPC, apply adhesive tapes ③.
3. Reverse the plate and place it atop the webcam plate ④. Tighten the module with webcam structure screws ⑤ with a cross-head screwdriver.

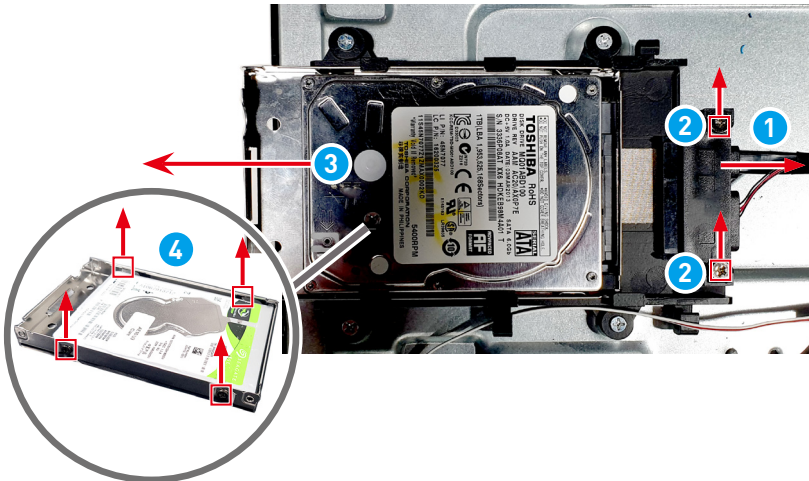


# HDD & HDD Tray (Optional)



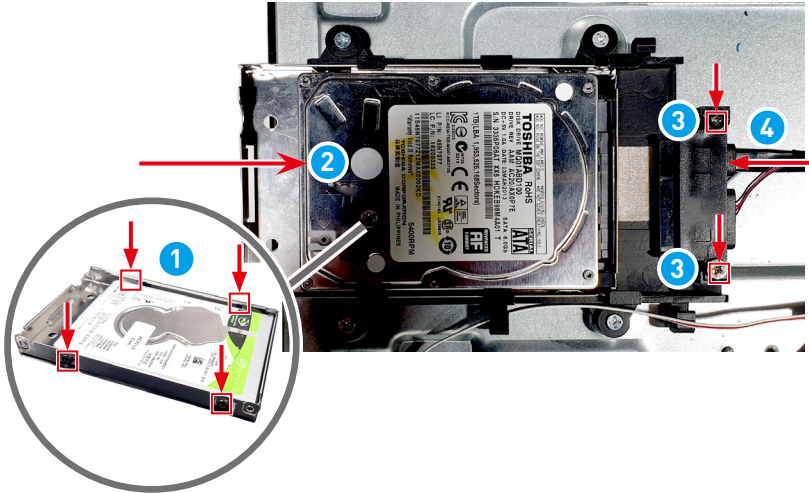
## Hard Drive Disassembly

1. Disconnect the SATA cables **1** from the mainboard.
2. Locate and remove the SATA cable screws **2** with a cross-head screwdriver.
3. Gently slide to remove the hard drive assembly **3**.
4. Remove the hard drive screws **4** on both sides of the HDD tray to release the hard drive.

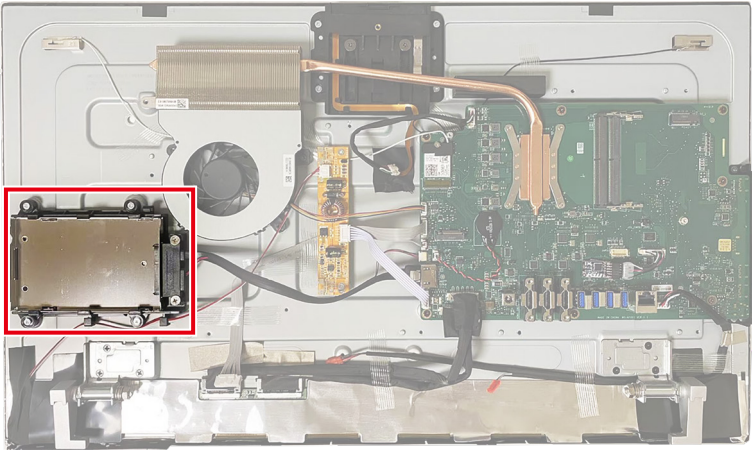


## Hard Drive Assembly

1. Fit the hard drive into the HDD tray and tighten the screws **1** on both sides of the tray to secure the hard drive in place.
2. Gently slide and push the hard drive assembly **2** back in place.
3. Tighten the SATA cable screws **3** with a cross-head screwdriver.
4. Connect the SATA cables **4**.



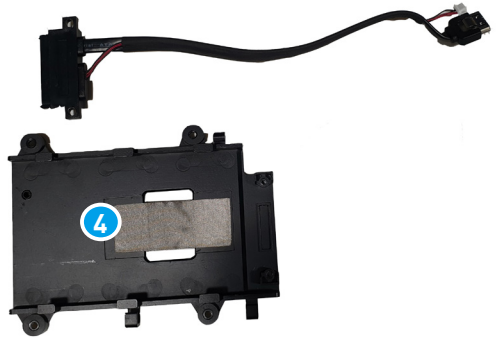
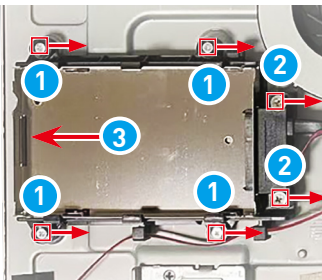
## HDD Fixed Plate & HDD Tray



### Hard Disk Drive Fixed Plate Disassembly

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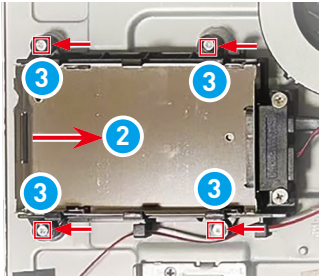
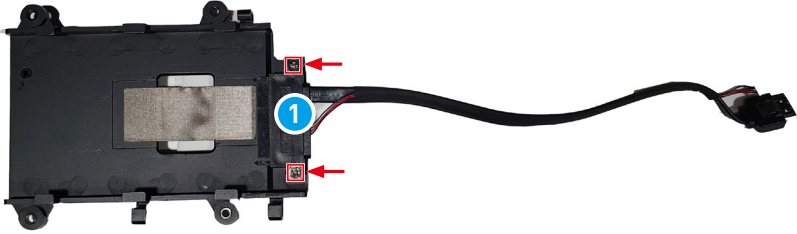
1. Remove screws **1** that secure hard disk drive fixed plate and the LCD panel bracket, and remove the SATA cable screws **2** with a cross-head screwdriver. Pull out the HDD tray **3** and recycle the plastic fixed plate **4** to qualified recyclers.



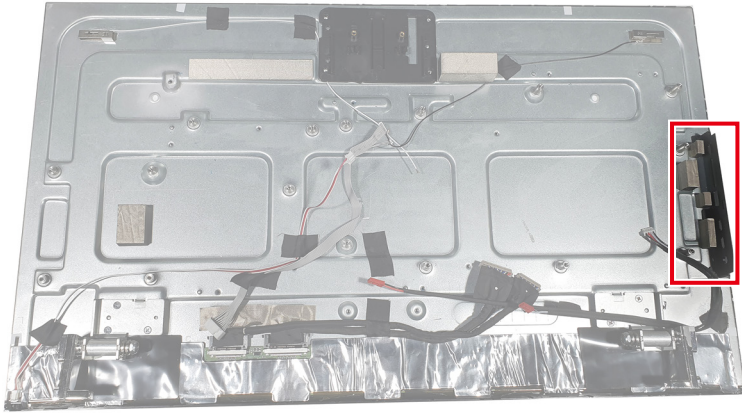
## Hard Disk Drive Fixed Plate Assembly

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2. Tighten the SATA cable screws **1** with a cross-head screwdriver. Push the HDD tray **2** in the fixed plate, and secure screws **3** of the hard disk drive fixed plate to the LCD panel bracket .



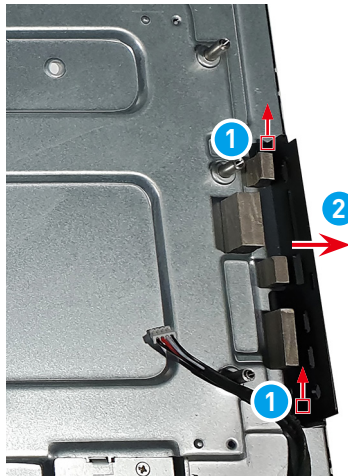
## Side I/O Cover



### Side I/O Cover Disassembly

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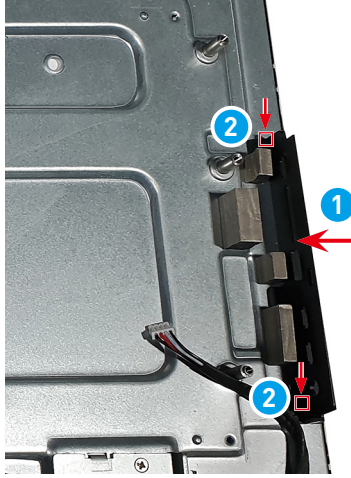
1. Remove the side I/O cover screws **1** with a cross-head screwdriver, then remove the side I/O cover **2**.



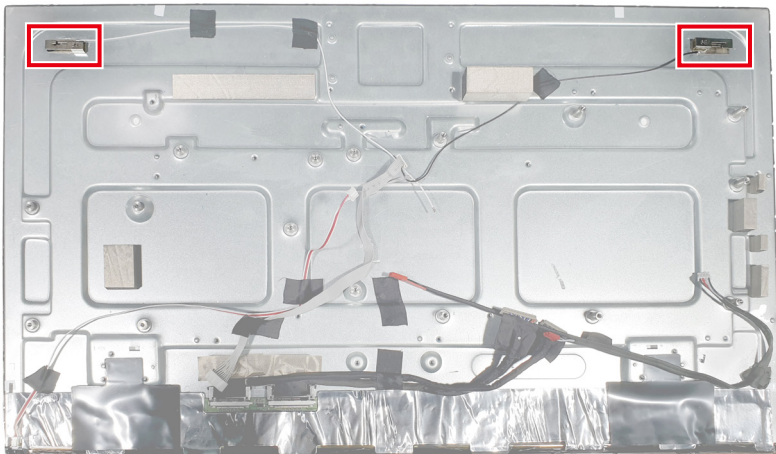
## Side I/O Cover Assembly

---

1. Locate and place the side I/O cover **1** and secure its screws **2** with a cross-head screwdriver.

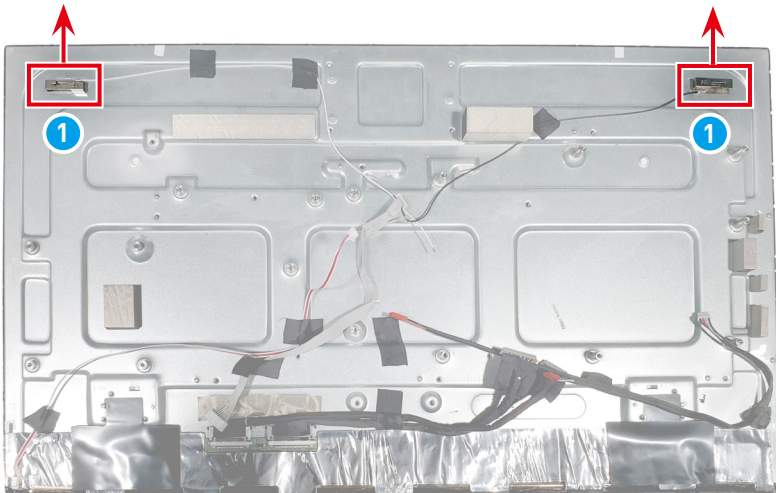


# WiFi Antenna



## WiFi Antenna Disassembly

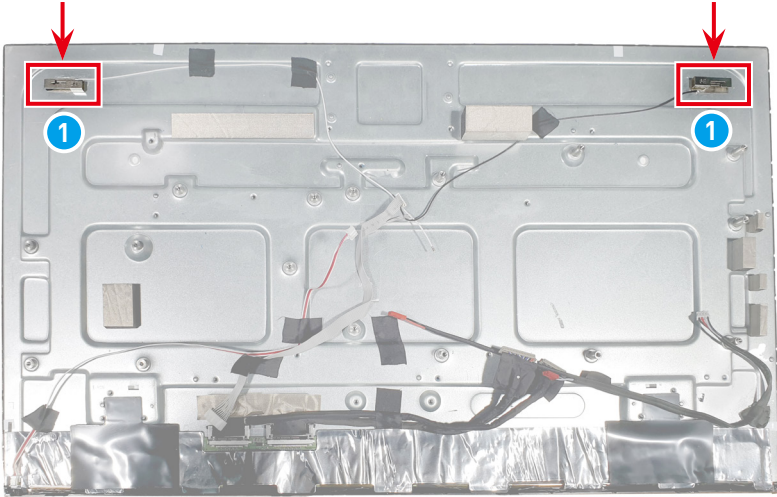
1. Follow [Wireless Card Disassembly](#) to disconnect the antenna cables off the wireless card.
2. Remove the WiFi antenna ① off the LCD panel bracket along with adhesive tapes.



## WiFi Antenna Assembly

---

1. Follow [Wireless Card Assembly](#) to connect the antenna cables to the wireless card.
2. Locate WiFi antenna ① and secure both with adhesive tapes.



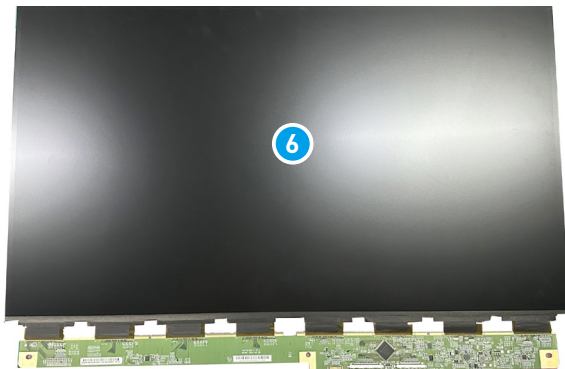
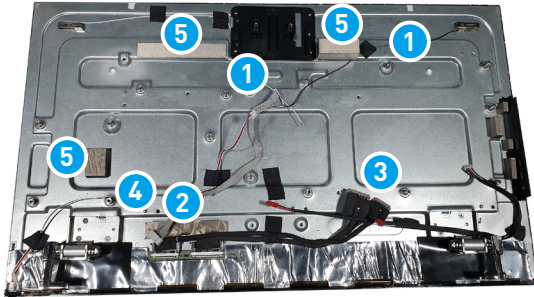
# LCD Panel & LCD Panel Bracket



## LCD Panel & LCD Panel Bracket Disassembly

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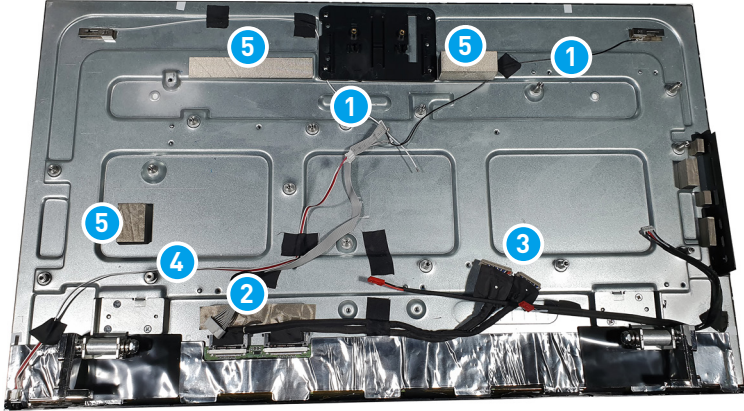
1. Remove antenna cables **1**, power button cable **2**, LVDS cable **3**, panel power cable **4** and EMI gaskets **5** from the LCD bracket. Reverse to see the LCD panel **6**.



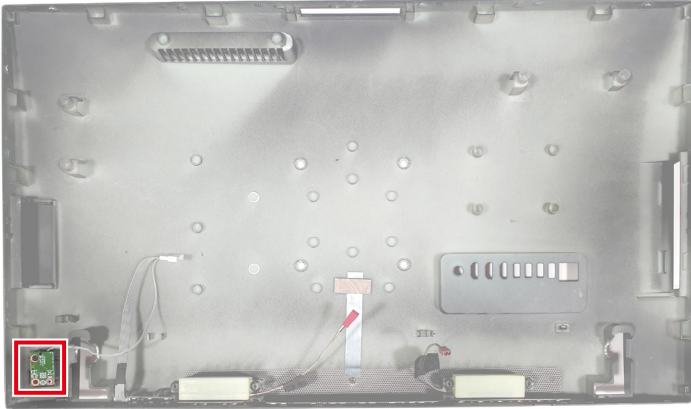
## LCD Panel & LCD Panel Bracket Assembly

---

1. Place antenna cables **1**, power button cable **2**, LVDS cable **3**, panel power cable **4** and EMI gaskets **5** on the LCD panel bracket.

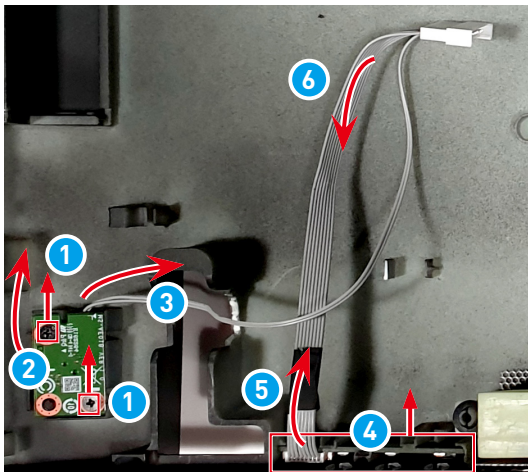


# Navi Board & Power Button Board



## Navi Board & Power Button Board Disassembly

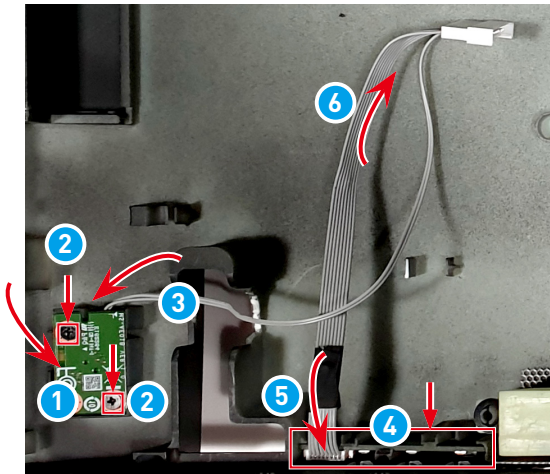
1. Locate Navi board on the rear cover. Remove the screws **1** that secure the Navi board with a cross-head screwdriver. Lift the Navi board **2** off the rear cover and gently pull off Navi board cable **3**.
2. Remove power button board **4** with tweezers and disconnect its cable **5**.
3. Follow [Mainboard Disassembly](#) to disconnect the the other end of power button cable **6** to the mainboard.



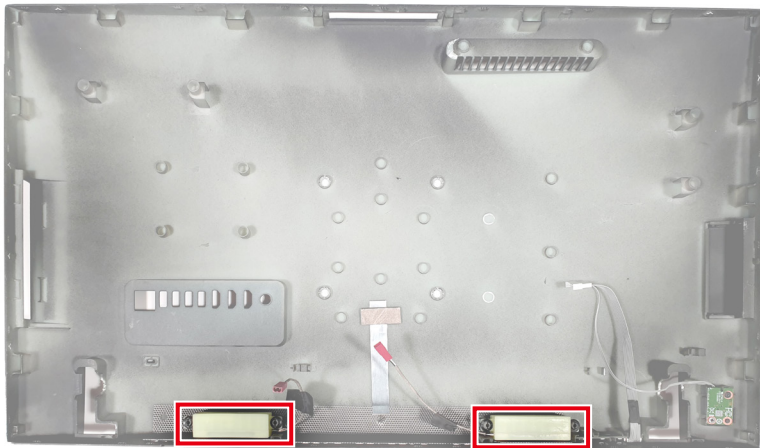
## Navi Board & Power Button Board Assembly

---

1. Place the Navi board **1** atop the rear cover with screw holes aligned.
2. Tighten the screws **2** with a cross-head screwdriver to secure the Navi board in place and connect Navi board cable **3**.
3. Locate and install the power button board **4** with tweezers, and then plug in its cable **5**.
4. Follow [Mainboard Assembly](#) to connect the the other end of power button cable **6** to the mainboard.



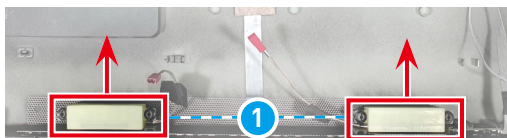
# Speakers



## Speaker Disassembly

---

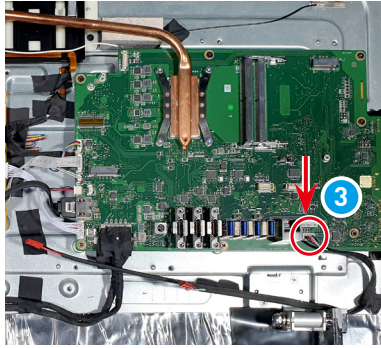
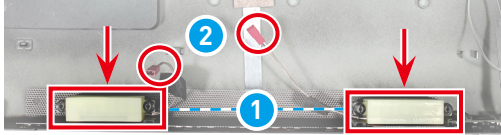
1. Follow [Mainboard Disassembly](#) to disconnect speaker cables linked to rear cover.
2. Take out speakers **1** along with the cable off the rear cover.



## Speaker Assembly

---

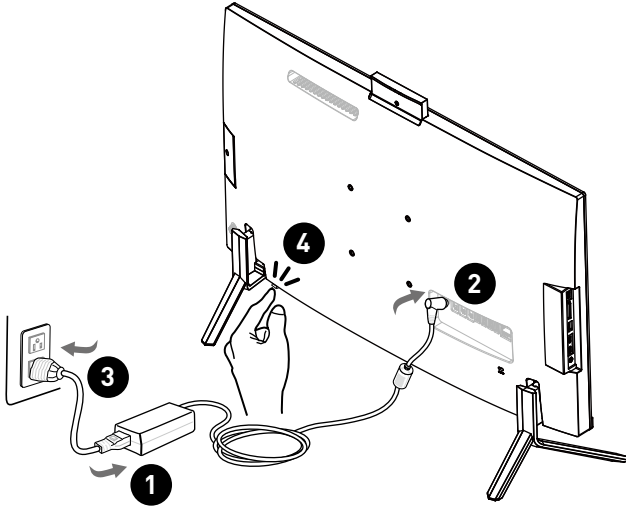
1. Locate and place speakers **1** with speaker cables facing inwards **2** on the rear cover.
2. Follow [Mainboard Assembly](#) to connect the speaker cable **3** to the mainboard.
3. Follow [Rear Cover Assembly](#) to connect speaker cables linked to rear cover.



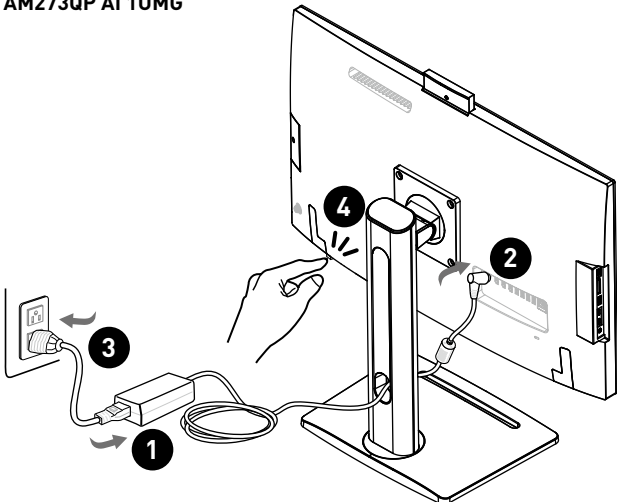
# Powering Up After Maintenance

1. Assemble the external power supply & power cord.
2. Connect the external power supply to the PC.
3. Plug the power cord into the electrical outlet.
4. Power on the PC.

## Modern AM273Q AI 1UMG



## Modern AM273QP AI 1UMG





**Important**

- Use only the MSI provided AC adapter approved for use with this PC.
- If the power cord comes with a 3-pin plug, do not disable the protective earth pin from the plug. The PC must be connected to an earthed mains socket-outlet.
- Plug the power cord into an electrical outlet that is easily accessible at all times.
- Place the power cord in a way that people are unlikely to step on it. Do not place anything on the power cord.
- Always disconnect the power cord or switch the wall socket off if the PC would be left unused for a certain time to achieve zero energy consumption.

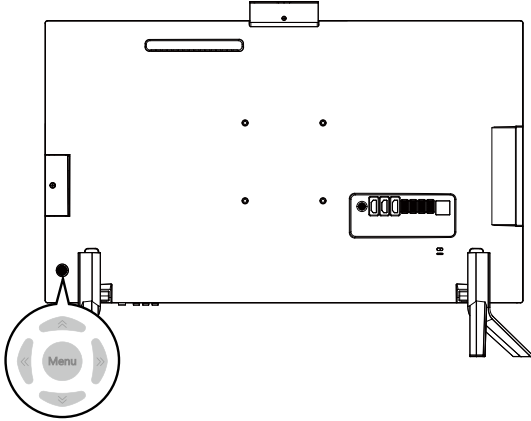
# OSD Setup

This chapter provides you with essential information on OSD Setup.

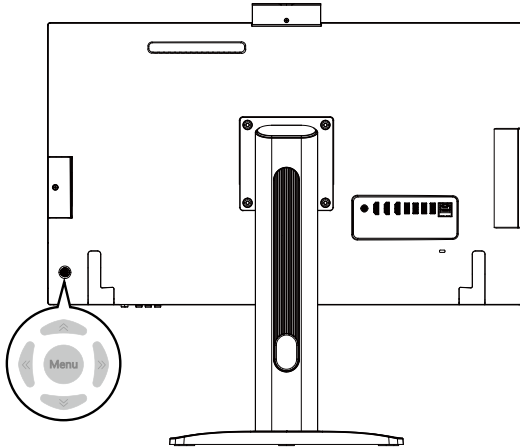
## Navi Key

The AIO comes with a Navi Key, a multi-directional control that helps navigate the On-Screen Display (OSD) menu.

### Modern AM273Q AI 1UMG



### Modern AM273QP AI 1UMG



**Up/Down/Left/Right:**

- selecting function menus and items
- adjusting function values
- entering into/exiting from function menus

**Press (Menu):**

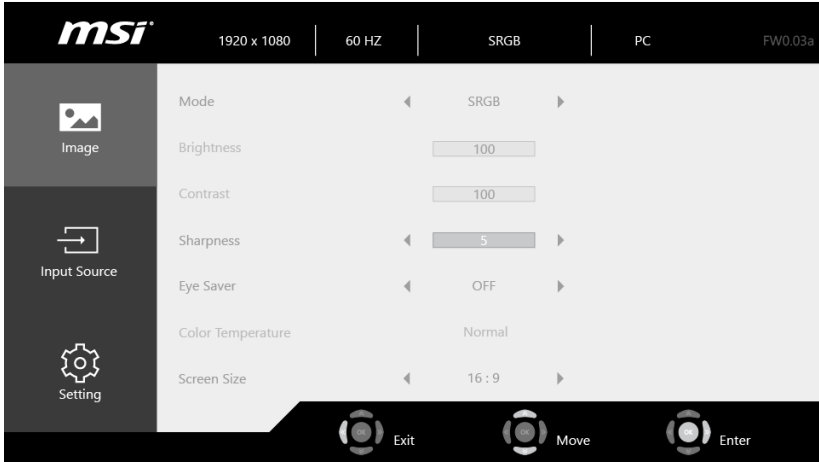
- launching the On-Screen Display (OSD)
- entering submenus
- confirming a selection or setting

**Hot Key**

- Users may enter into Volume, Brightness, Mode and Input Source function menus by moving the Navi Key up, down, left or right when the OSD menu is inactive.

## OSD Setup via Navi Key

Press the Middle button of Navi Key to launch the On-Screen Display (OSD) main menu. Use the Up, Down, Left, Right buttons to tune the desired function menus to suit your personal preferences. Press Menu 3 seconds to shut the panel off. Press Menu again to wake it up.



## Image

| 1st Level Menu | 2nd/ 3rd Level Menu | Description  |
|----------------|---------------------|--|
| Mode           | User                | <ul style="list-style-type: none"> <li>• Default is User.</li> <li>• While sRGB mode is selected, the color space will be changed to standard sRGB from original panel gamut.</li> </ul> |
|                | Reader              |  |
|                | Cinema              |  |
|                | Designer            |  |
|                | sRGB                |  |
| Brightness     | 0-100               | <ul style="list-style-type: none"> <li>• Properly adjust Brightness according to the surrounding lighting.</li> <li>• Brightness will be grayed out in PC Mode.</li> </ul>               |
| Contrast       | 0-100               | <ul style="list-style-type: none"> <li>• Properly adjust Contrast to relax your eyes.</li> </ul>   |
| Sharpness      | 0-5                 | <ul style="list-style-type: none"> <li>• Sharpness improves clarity and details of images.</li> </ul>  |
| Eye Saver      | OFF                 | <ul style="list-style-type: none"> <li>• Eye Saver has to be enabled in Reader Mode.</li> </ul>  |
|                | ON                  |  |

| 1st Level Menu    | 2nd/ 3rd Level Menu | Description   |
|-------------------|---------------------|---|
| Color Temperature | Cool                | <ul style="list-style-type: none"> <li>Use Up or Down Button to select and preview mode effects.</li> <li>Press the Menu Button to confirm and apply your mode type.</li> <li>Color Temperature will be grayed out when sRGB mode is selected.</li> </ul> |
|                   | Normal              |   |
|                   | Warm                |   |
|                   | Customization       |   |
|                   | R [0-100]           |   |
|                   | G [0-100]           |   |
|                   | B [0-100]           |   |
| Screen Size       | 4:3                 | <ul style="list-style-type: none"> <li>Default is 16:9.</li> </ul>  |
|                   | 16:9                |   |

## Input Source

| 1st Level Menu | Description   |
|----------------|---|
| PC             | <ul style="list-style-type: none"> <li>User can use Navi Key, and OSD Menu to adjust the Input Source in any Mode.</li> </ul> |
| Type-C         |   |
| HDMI™          |   |

## Setting

| 1st Level Menu | 2nd Level Menu | Description  |
|----------------|----------------|--|
| Language       | English        | <ul style="list-style-type: none"> <li>Default is English.</li> <li>Language is an independent setting. User's own language setting will override the factory default. When user sets Reset to Yes, Language will not be changed.</li> </ul> |
|                | 繁體中文           |  |
|                | 简体中文           |  |
|                | Italiano       |  |
|                | Español        |  |
|                | Français       |  |
|                | Português      |  |
|                | Deutsch        |  |
|                | 日本語            |  |
|                | Русский        |  |
| Transparency   | 0-5            | <ul style="list-style-type: none"> <li>Default is 0.</li> </ul>  |
| OSD Time Out   | 5-30           | <ul style="list-style-type: none"> <li>Default is 20s.</li> </ul>  |
| Audio Volume   | 0-100          | <ul style="list-style-type: none"> <li>Default is 50.</li> </ul>   |
| Reset          | YES            | <ul style="list-style-type: none"> <li>User can Reset the settings to original OSD default in any Mode.</li> </ul>   |
|                | NO             |  |

# Troubleshooting

Users may refer to the following tips or visit [MSI Support](#) and [Troubleshooting](#) for quick and easy troubleshooting when encountering common problems with the product. It is always suggested that users contact the authorized MSI service center for advanced tech support if needed.

## **My system does not start.**

- Check if the system is connected to an electrical outlet and it is turned on.
- Check if the power cord and all cables are connected firmly.

## **When I turn on my computer, the message “Operating System not found” appears or Windows does not start.**

- Check if there is a non-bootable CD/ DVD inside the optical disk drive. If so, remove the CD/ DVD then restart the computer.
- Check Boot Device Priority settings in the BIOS Setup.

## **The system can not be shut down.**

It is best to shut down your computer using the Shut Down icon in the operating system. Using other methods, including those listed below, may result in data failure. If the Shut Down procedure does not work, choose one of the following steps:

- Press Ctrl+Alt+Del keys, then choose Shut Down.
- Press and hold the power button till the system is off.
- Unplug the power cable from the system.

## **My microphone does not work.**

- For built-in microphone, please go to Start > Control Panel > Sounds and Audio Devices > Audio to check if it is muted.
- If you are using an external microphone, check that the microphone is plugged into the Microphone jack.

## **The Internet connection has problems.**

- If you are having a problem connecting to your Internet Service Provider (ISP), check if the ISP is experiencing technical problems.
- Check the Network settings and connection and make sure the system is properly configured to Internet access.
- The wireless LAN data transfer speed is affected by distance and obstructions between devices and access points. To maximize the data transfer speed, choose the access point closest to your system.

### **System speakers do not work.**

- Check the master volume setting in the Audio Mixer.
- If you are using an application that has its own volume control, check if the volume is muted.
- If you have connected an audio cable to the Headphone jack, disconnect it.
- If the system has OSD function, please adjust the volume of OSD.

### **System monitor does not display anything.**

- Check if the system is connected to an electrical outlet and it is turned on.
- The system may be in Standby mode. Press any key to activate the Display.

### **My wired mouse or keyboard doesn't work.**

- First, check your hardware. If it still doesn't work, remove the USB hub and plug the device directly into the PC's USB port. Ensure the cables aren't damaged.

### **My wireless mouse or keyboard doesn't work.**

- Check the battery: Ensure it's fully charged or replace it with a new one.
- Check the USB receiver and mouse power switch. Check the USB receiver to ensure it's firmly connected or try different ports, and verify the mouse power switch is on.
- Re-Pair the Device. Re-pair the device if required, as some wireless devices need to be paired with the receiver.

# Recycling Guidelines

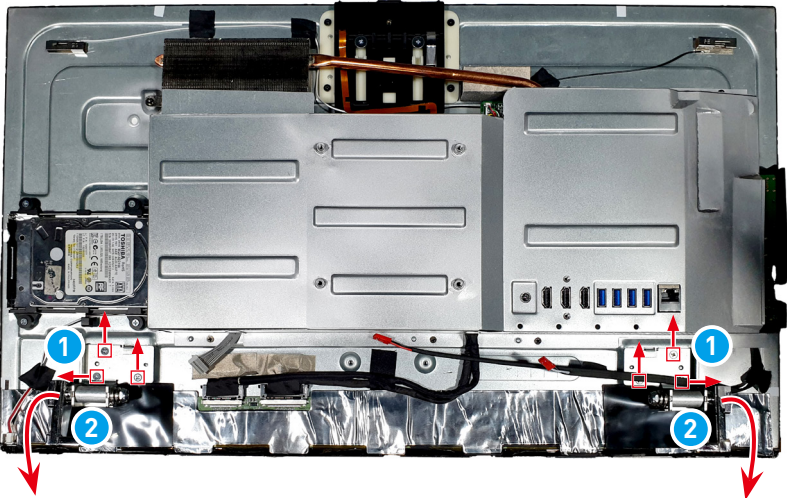
In line with our commitment to environmental sustainability, this product is designed with separable plastic components to enhance plastic recycling quality. We kindly request that you responsibly recycle the recyclable plastic components of this product once it reaches the end of its useful life. Follow the instructions below to prepare plastic parts for recycling by eliminating non-recyclable materials.

## Important

*Before recycling the separable plastic components, please use diagonal pliers or a cross-head screwdriver to remove all the screw bosses with copper sticks, if any.*

## The Fixed Stand (Modern AM273Q AI 1UMG)

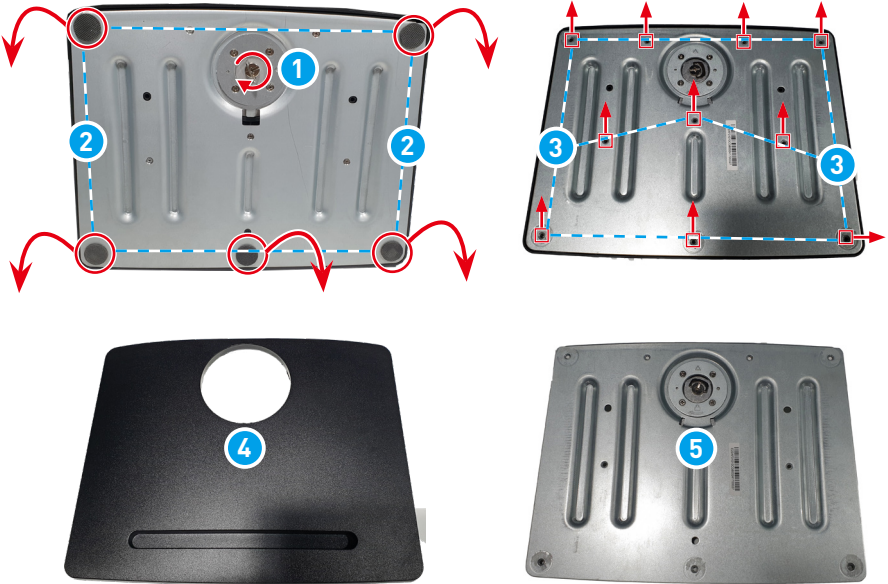
1. Follow Fixed Stand [Stand Disassembly](#) to remove the stand off the rear cover.
2. Follow [Rear Cover Disassembly](#) to uncover the stand hinge.
3. Loosen and remove stand hinge screws **1** on the lower right and left corner of the LCD panel bracket, and take out **2** both stand hinges to finish.



## The Lift Stand (Modern AM273QP AI 1UMG)

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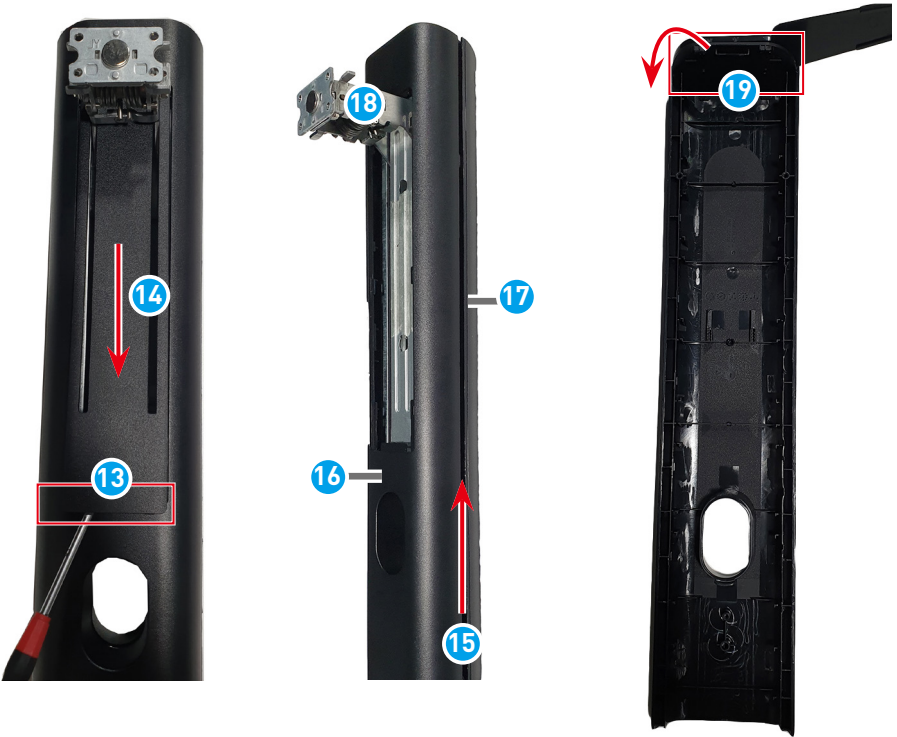
1. Follow Lift Stand [Stand Disassembly](#) to remove the stand from the computer.
2. Turn the stand base thumbscrew **1** counterclockwise to unlock and remove the base from the stand.
3. Remove the rubber feet **2** to uncover the base screws.
4. Remove the base screws **3** with a cross-head screwdriver to separate the recyclable plastic base plate **4** from the metal base plate **5**.



- 
- Remove lift stand screws **6** that secure the VESA plate **7** with a cross-head screwdriver and take off the disc-shaped top **8**. Remove screws **9** that secure the top hinge cover **10**, take out lower hinge cover **11**.
  - Remove screws **12** with a cross-head screwdriver to separate the VESA cover and bracket.



7. Open the E-cover 13 with a parallel screwdriver, and slide downwards to remove it 14.
8. Pry around 15 to disassemble the stand's front 16 and rear cover 17 with a pry tool until both recyclable covers are separated from the metal stand 18. Pry off top cap 19 from the rear cover of the stand.



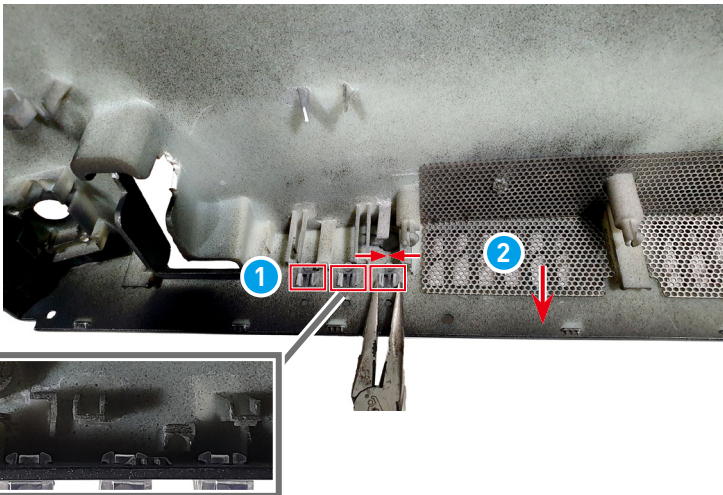
- 
9. Collect all recyclable plastic parts and send them to qualified recyclers for recycling.



## Rear Cover

---

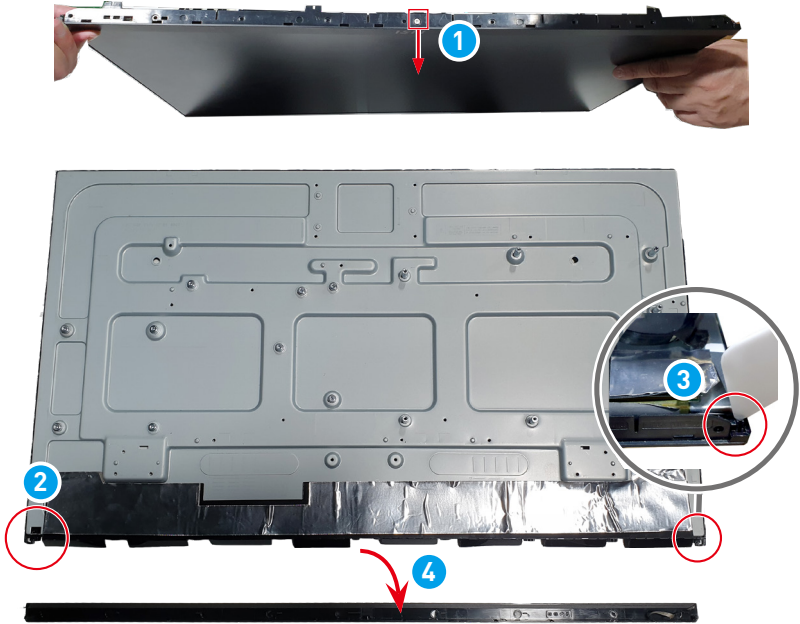
1. Follow [Rear Cover Disassembly](#) to disassemble the rear cover from the computer.
2. Reverse the rear cover, remove LED lens **1** by squeezing inwards with tweezers and take out the metal mesh **2** to finish.
3. Please recycle the rear cover to qualified recyclers.



## Deco Strip

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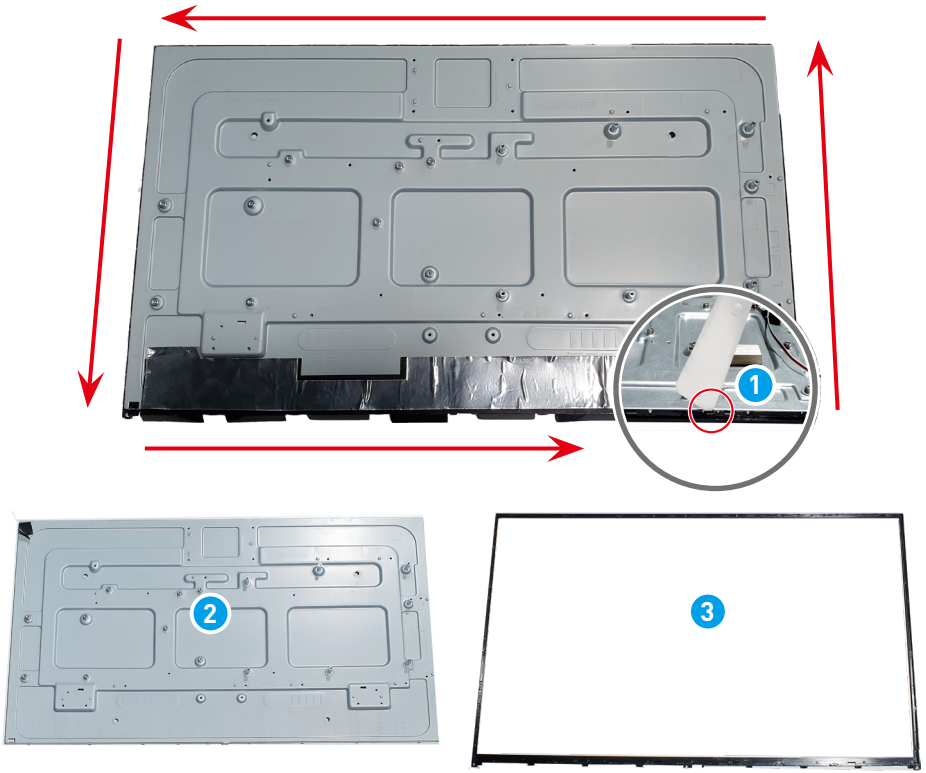
1. Remove the screw **1** that secure the deco strip to the LCD panel bracket with a cross-head screwdriver.
2. Pry from the lower left **2** and right corner **3** with a pry tool and gently pull the deco strip outwards **4** to remove it from the LCD panel bracket.
3. Please recycle the deco strip to qualified recyclers.



## MID Cover

---

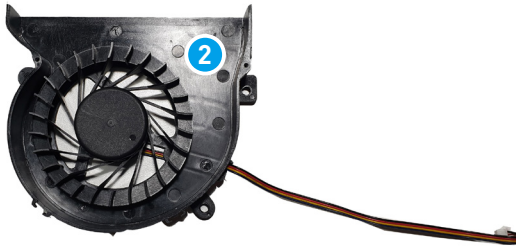
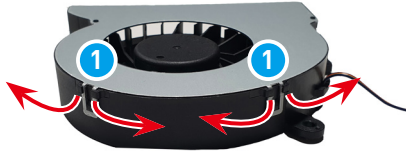
1. Pry MID cover hooks **1** around with a pry tool to separate the LCD panel bracket **2** and the MID cover **3**.
2. Please recycle the MID cover to qualified recyclers.



## CPU Fan

---

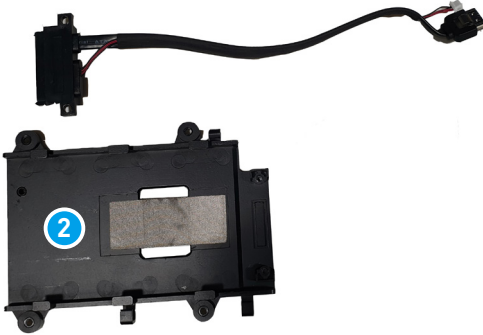
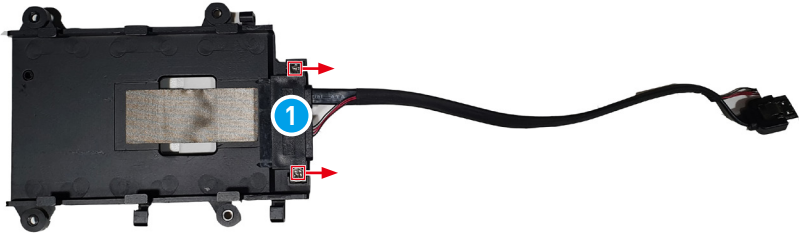
1. Follow [Fan & Thermal Module Disassembly](#) to disassemble the CPU fan.
2. Pry open hooks ① for CPU fan cover outwards with a pry tool to separate the metal cover and plastic fan housing.
3. Please recycle the plastic parts ② to qualified recyclers.



## Hard Disk Drive Fixed Plate

---

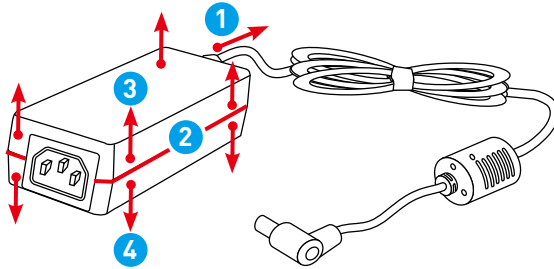
1. Follow [Hard Disk Drive Fixed Plate Disassembly](#) to remove the hard disk fixed plate and the HDD tray from the LCD panel bracket.
2. Loosen and remove SATA cable screws **1** with a cross-head screwdriver and recycle the plastic fixed plate **2** to qualified recyclers.



## External Power Supply

---

1. Use diagonal pliers to cut the external power supply DC cable ①.
2. Use heat gun to heat the between ② of upper ③ and lower ④ cases of the power adapter, and then use a parallel screwdriver to separate the cases.
3. The disassembled upper ③ and lower ④ cases of the power adapter can be recycled by qualified recyclers.

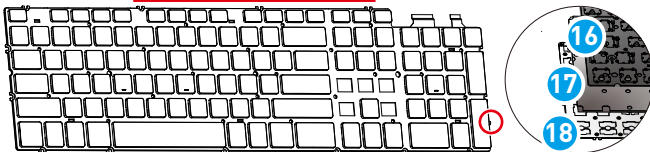
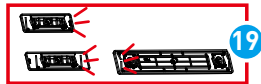
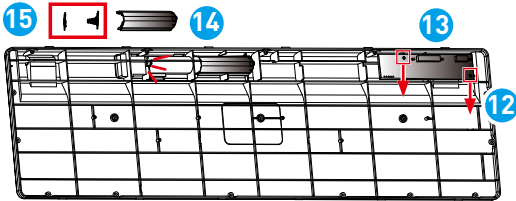
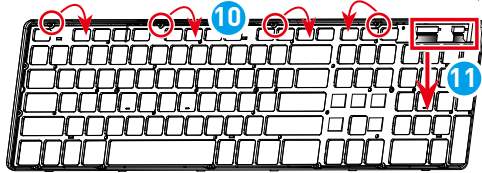
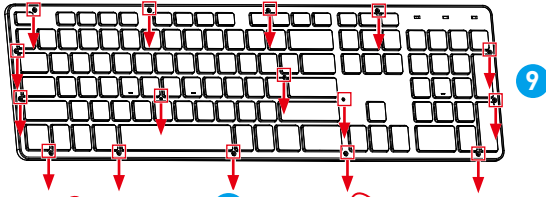
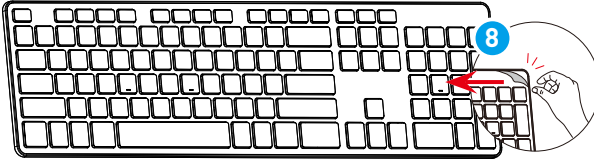
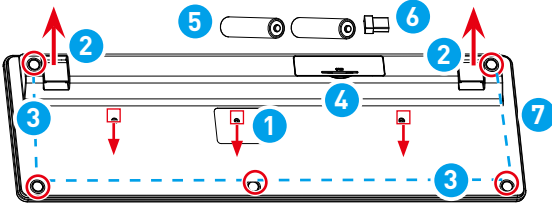




## Wireless Keyboard (Optional)

---

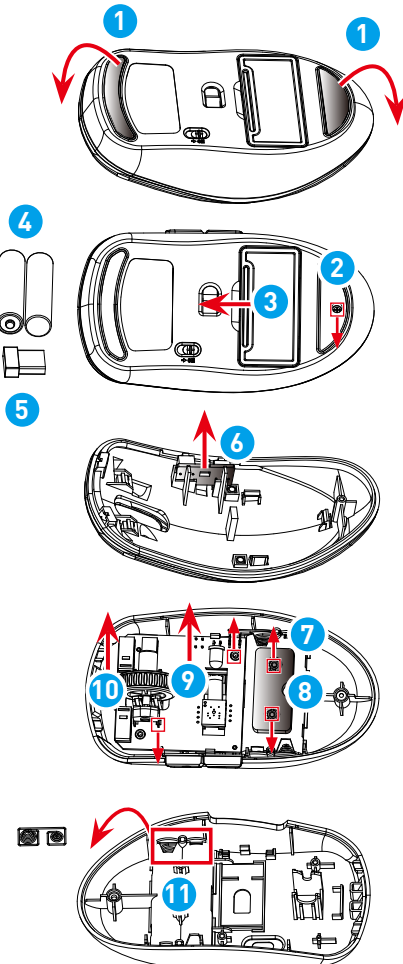
1. Remove screws ① with a cross-head screwdriver. Then remove the keyboard stand feet ②, keyboard feet pads ③, battery cover ④, keyboard batteries ⑤, and the receiver ⑥ from the bottom case ⑦.
  2. Tear the mylar ⑧ from the keyboard.
  3. Remove the screws ⑨ that secure the keyboard with a cross-head screwdriver.
  4. Pull forward to release clips and separate the top case ⑩ with your fingers.
  5. Pull the keyboard downwards from the insert pins ⑪.
  6. Remove the screws ⑫ that secure the wireless keyboard board ⑬ with a cross-head screwdriver, and remove the wireless keyboard board with your fingers.
  7. Remove the battery box ⑭ and positive and the negative battery shrapnels ⑮ with diagonal pliers.
  8. Pry the latch and to separate the median plate ⑯, the rubber sheet & membrane ⑰, and the iron plate ⑱ with a pry tool.
  9. Remove the balancing poles ⑲ of the battery box.
  10. Please recycle the top case ⑩, median plate ⑯, and bottom case ⑦ to qualified recyclers.
-



## Wireless Mouse (Optional)

---

1. Remove the feet stickers **1** with your fingers.
2. Use a cross-head screwdriver to remove the screw **2**. Remove the battery cover **3**, along with the mouse batteries **4** and receiver **5** with your fingers.
3. Remove the assistant wireless mouse board **6** with diagonal pliers.
4. Use a cross-head screwdriver to remove the screws **7** securing the clump weight **8** and the wireless mouse board **9**. Remove the wireless mouse board and the wheel **10** from the bottom case with your fingers.
5. Remove the positive and negative battery shrapnel AAA **11** with diagonal pliers.

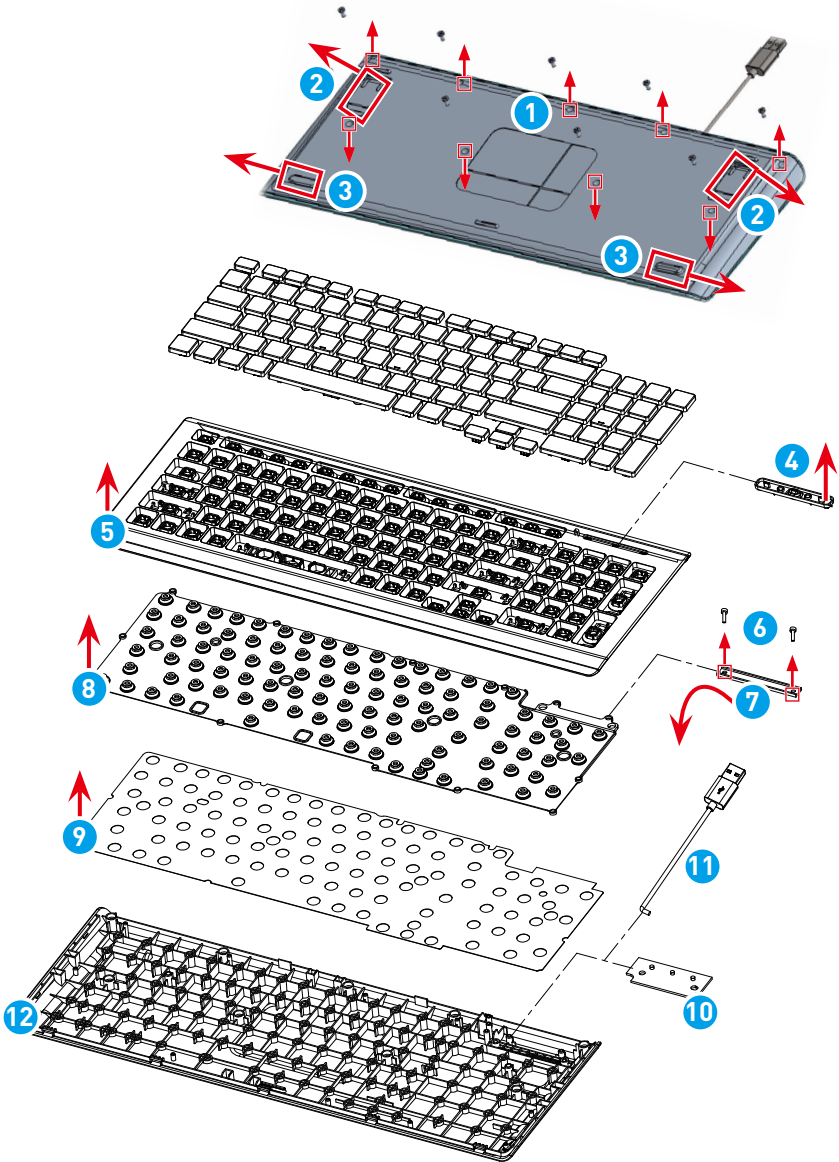




## Wired Keyboard (Optional)

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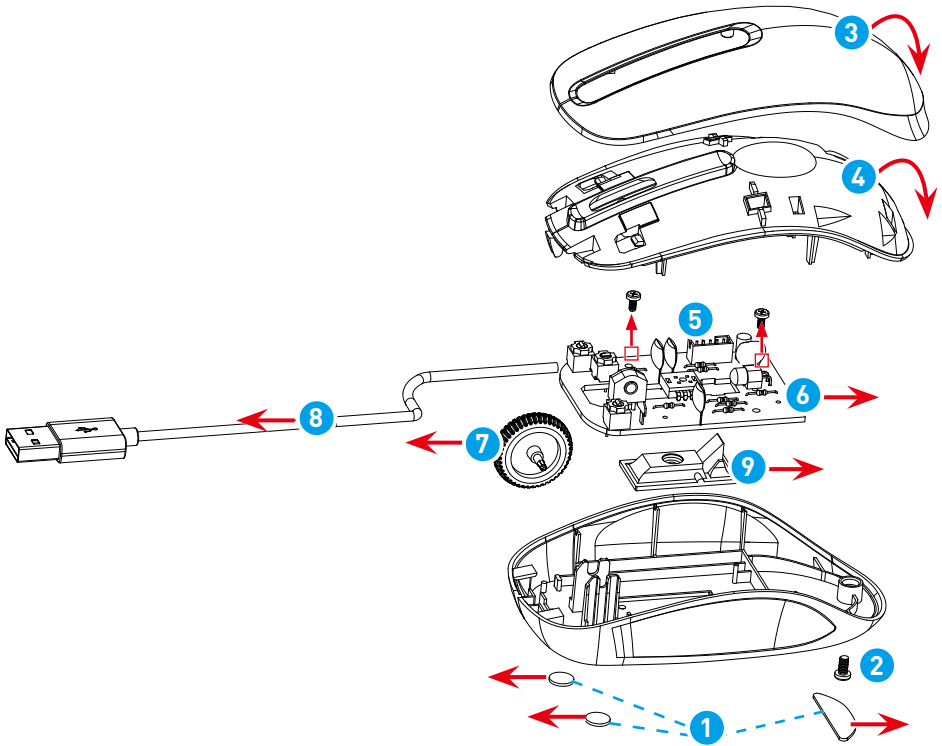
1. Remove screws ① of the bottom base with a cross-head screwdriver. Remove the keyboard stand feet ② and rubber feet ③.
  2. Remove the lens ④ and separate the top case ⑤ with your fingers.
  3. Remove the screws ⑥ that secure the metal bar ⑦ and keyboard with a cross-head screwdriver. Remove the metal bar with your fingers.
  4. Remove the rubber sheet ⑧ and the membrane ⑨ with your fingers.
  5. Remove the wired keyboard board ⑩ and detach the keyboard cable ⑪ from the bottom case ⑫ with your fingers.
  6. Please recycle the top case ⑤ and bottom case ⑫ to qualified recyclers.
-



## Wired Mouse (Optional)

---

1. Remove the feet pads **1** with your fingers. Use a cross-head screwdriver to remove the screw **2**, open the key plate **3** and top case **4** with your fingers.
2. Use a cross-head screwdriver to remove the screws **5** that secured the wired mouse board **6**.
3. Remove the wheel **7**, mouse cable **8**, lens **9**, and wired mouse board from the bottom case with your fingers.



# Product End-of-Life Instructions



**Important**

## MSI Environmental Information

Information on MSI's Environmental initiatives, policies, programs and goals can be found at [Environmental Sustainability Policy](#).

## Purpose

This information is to provide the guidance to recyclers on the presence of materials and components at the product level, as required by the EU WEEE and amending Directive.

## Information on Component and Material Identification

The following substances, preparations, or components should be disposed of or recovered separately from other WEEE in compliance with Article 4 of EU Council Directive 75/442/EEC.

Identify materials for materials and components of the waste electrical and electronic equipment list.

\*1: The following item numbers correspond with those in [Product Components and Accessories](#).

| Materials   | Item*1               | Location         |
|---|----------------------|------------------|
| Polychlorinated biphenyl (PCB) containing capacitors and all polychlorinated biphenyls and polychlorinated terphenyls (PCB/PCT) containing electrical equipment | —                    | Absent           |
| Mercury containing components, such as switches or backlighting lamps   | —                    | Absent           |
| Batteries   | <a href="#">11</a>   | Battery          |
|   | <a href="#">22-1</a> | Keyboard Battery |
|   | <a href="#">23-1</a> | Mouse Battery    |

| Materials   | Item*1               | Location                       |
|---|----------------------|--------------------------------|
| Printed circuit boards of mobile phones generally, and of other devices if the surface of the printed circuit board is greater than 10 square centimeters                   | <a href="#">17</a>   | LCD Panel                      |
|   | <a href="#">12</a>   | Mainboard                      |
|   | <a href="#">7</a>    | TPM Module                     |
|   | <a href="#">18</a>   | Navi Board                     |
|   | <a href="#">5</a>    | Converter Board                |
|   | <a href="#">20</a>   | External Power Supply Main PCB |
|   | <a href="#">22-2</a> | Wireless Keyboard Board        |
|   | <a href="#">23-2</a> | Wireless Mouse Board           |
|   | <a href="#">24-2</a> | Wired Keyboard Board           |
|   | <a href="#">25-2</a> | Wired Mouse Board              |
| Toner cartridges, liquid and paste, as well as color toner  | —                    | Absent                         |
| Plastic containing abominated flame retardants  | <a href="#">22</a>   | Wireless Keyboard              |
|   | <a href="#">23</a>   | Wireless Mouse                 |
|   | <a href="#">24</a>   | Wired Keyboard                 |
|   | <a href="#">25</a>   | Wired Mouse                    |
| Asbestos waste and components which contain asbestos  | —                    | Absent                         |
| Cathode ray tubes   | —                    | Absent                         |
| Chlorofluorocarbons (CFC), Hydrochlorofluorocarbons (HCFC) or Hydrofluorocarbons (HFC), Hydrocarbons (HC)   | —                    | Absent                         |
| Gas discharge lamps   | —                    | Absent                         |
| Liquid crystal displays (together with their casing where appropriate) of a surface greater than 100 square centimeters and all those back-lighted with gas discharge lamps | <a href="#">17</a>   | LCD Panel                      |

| Materials   | Item*1               | Location              |
|---|----------------------|-----------------------|
| External electric cables  | <a href="#">21</a>   | Power Cord            |
|   | <a href="#">24-1</a> | Keyboard Cable        |
|   | <a href="#">25-1</a> | Mouse Cable           |
| Components containing refractory ceramic fibers   | —                    | Absent                |
| Components containing radioactive substances, or materials that become radioactive  | —                    | Absent                |
| Electrolytic capacitors containing substances of concern (height > 25 mm, diameter > 25 mm or proportionately similar volume) | <a href="#">20</a>   | External Power Supply |
| Beryllium and its compounds (including Beryllium Oxide)   | —                    | Absent                |
| Liquids   | —                    | Absent                |

## Product Take-Back Service

Waste electrical equipment may contain hazardous substances and thus endanger human health & the environment. Proper disposal is therefore required. MSI provides free recycling of EPEAT-registered products to ensure that the product reaches the end of its useful life and that it is recycled responsibly.

To properly recycle your equipment through this service, please follow the steps:

1. Please delete your personal data from your waste equipment.
2. [CLICK HERE](#) to learn how to recycle your end-of-life product.
3. Find the MSI recycling location nearby on the website.
4. Contact the designated recycling location by phone or email to schedule your pickup. The customers are responsible for any shipping and delivery charges.



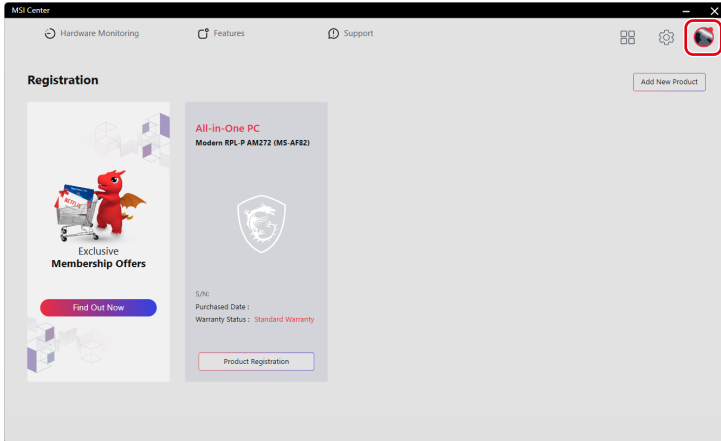
# Using MSI Center

# Login and Register

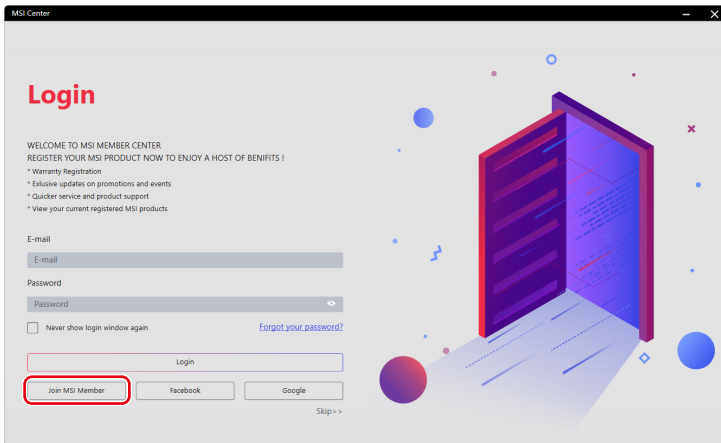
Before using MSI Center, it is recommended that you create your own account and register your MSI product to get full benefits from MSI Center at once.

## Create an Account

1. Make sure the Internet connection works properly.
2. Activate MSI Center. Click the profile icon at the upper right corner and click [Login].



3. Select [Join MSI Member].



4. Follow the on-screen instructions to create a personal account.

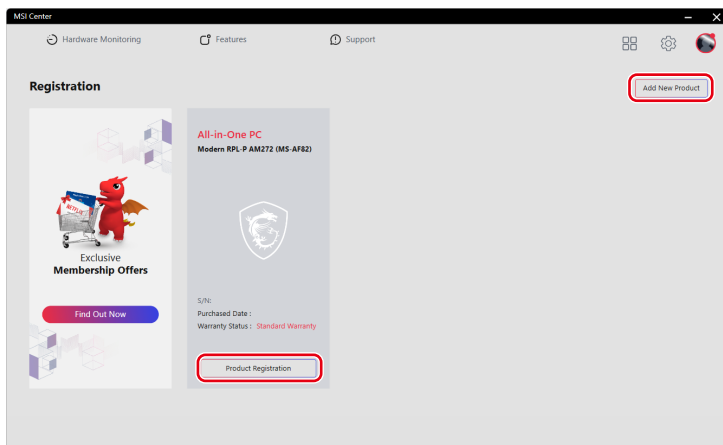
The screenshot shows the 'CREATE AN ACCOUNT' form in the MSI Center application. The form includes the following fields and options:

- E-mail:** A text input field with the placeholder 'Please enter your email'.
- Password:** A text input field with the placeholder 'Please create a new password for MSI Center account'.
- Confirm Password:** A text input field with the placeholder 'Repeat the password entered above'.
- Name:** Two text input fields, one for 'Please enter your first name' and one for 'Please enter your last name'.
- Date of Birth:** Three dropdown menus for selecting day, month, and year.
- Region/Location:** A dropdown menu.
- Agreement checkboxes:**
  - By clicking I agree to the MSI Reward Program Terms and condition. Become a member today to earn points, get exclusive offers, special VIP event invites and more! Join us. It's free and easy. Learn more about the benefits of the MSI Reward Program. [Terms and condition](#) and [MSI Reward Program](#).
  - I have read and agree to the MSI Terms of Use and Privacy Policy. [MSI Terms of Use](#) and [Privacy Policy](#).
  - Please send me the latest product information and event information of MSI.
- Navigation:** 'Prev' and 'Next' buttons.

## Product Registration

Once a personal account is created, you may log in and start to register your products.

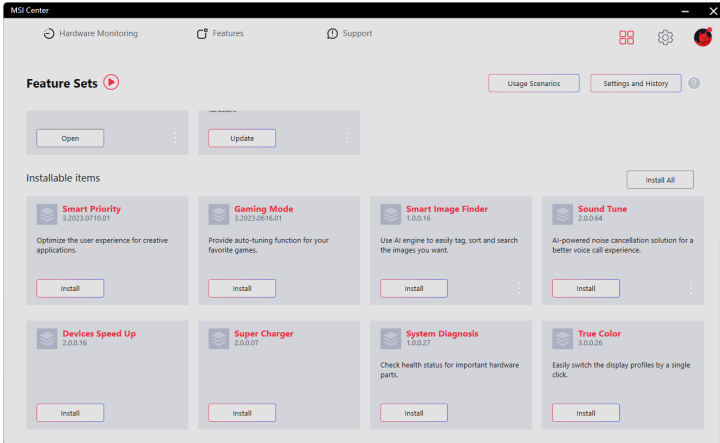
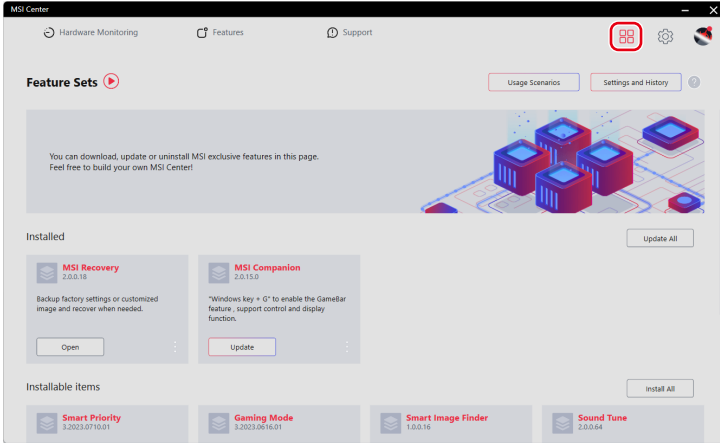
1. MSI Center will automatically detect your MSI devices. Click [Product Registration] and follow the on-screen instructions to complete the registration.
2. To register more MSI multimedia accessories connected to your system, click [Add New Product] and follow the on-screen instructions to add and register your accessories.



# Feature Sets

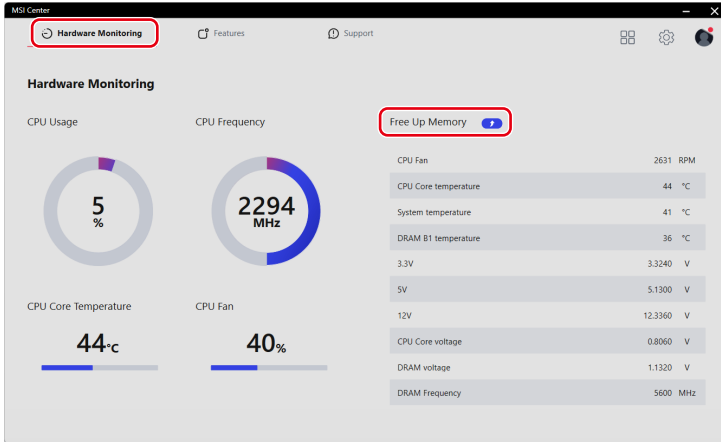
Users can download, update or uninstall MSI exclusive features in Feature Sets.

1. Click the [Feature Sets] icon at the upper right corner.
2. Install or uninstall any MSI features to meet your personal needs.



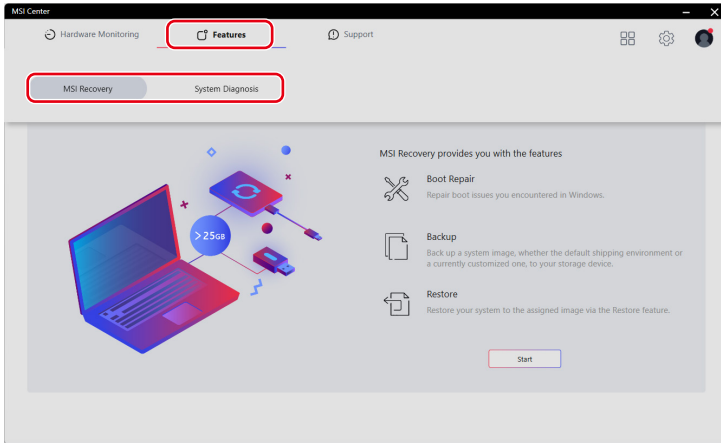
# Hardware Monitoring

Hardware Monitoring provides real-time status of the CPU, GPU, memory, fans, etc. Click [Free Up Memory] to release system memory that is no longer required.



# Features

[Features] will vary depending on the features users have installed through [Feature Sets].



# MSI Recovery

Use this function to make a recovery image to a USB flash disk to recover the system back to the initial status of original manufacturer's default settings, or the customized recovery point.

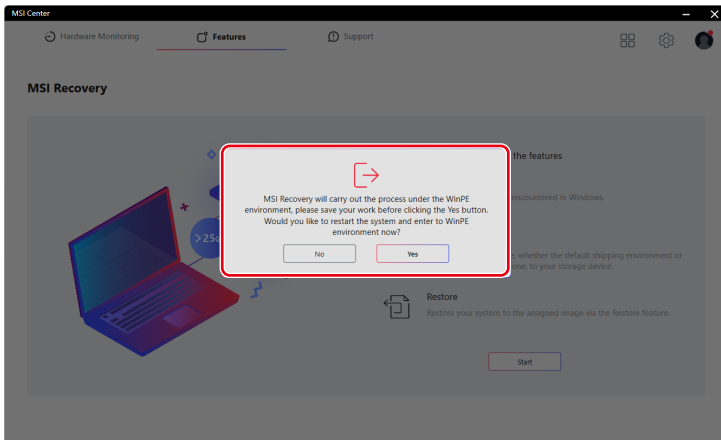
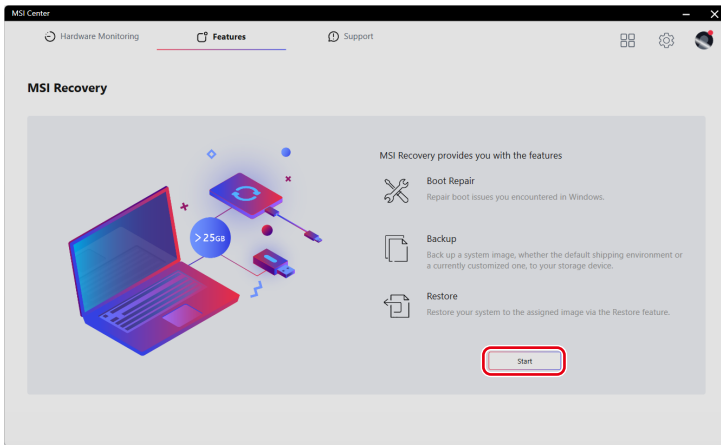


**Important**

*Before using MSI Recovery, please back up the important data saved on your system drive to other storage devices.*

## Go to WinPE to Use MSI Recovery

1. Go to MSI Center [Features] > [MSI Recovery].
2. Click [Start] and then [Yes] to enter MSI Recovery main page under WinPE.



## **Backup: Creating an MSI Rescue USB disk**

1. When using MSI Recovery for the very first time, it is a must to make an MSI Rescue USB disk first. With MSI Rescue USB disk, users may be able to fix or restore the system back to the factory default settings when the system encounters problems booting to Windows. Select [Backup] to start making the MSI Rescue USB disk.
2. Insert a USB disk with a minimum 32GB capacity. Click [Next] to continue.
3. Select the path of the inserted USB disk and click [Select] to continue.
4. Be noted that when making an MSI Rescue USB disk, the USB disk will be formatted and all data will be lost.
5. Follow the on-screen instructions to complete creating the MSI Rescue USB disk.
6. Keep the MSI Rescue USB disk properly, as it will be used whenever you perform the Backup and Restore functions.

## **Restore: Recovering the System**

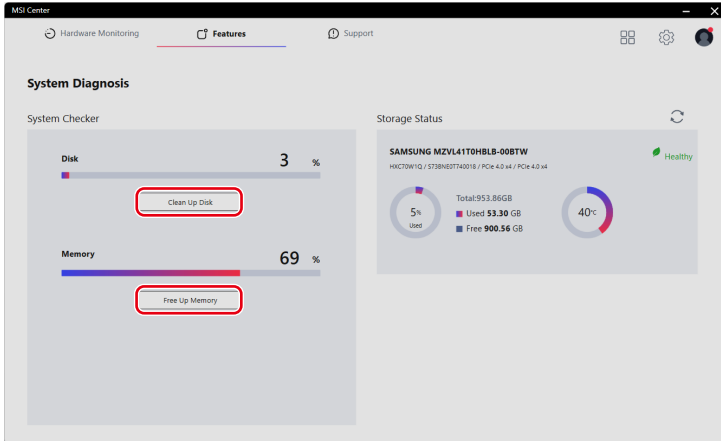
If the hard drive or the system encounters non-recoverable problems, it is recommended to proceed the MSI Recovery function with the MSI Rescue USB disk that you've made in advance.

1. Go to MSI Recovery main page, and select [Restore].
2. To perform the Restore function, always make sure that the MSI Rescue USB disk is inserted to the system.
3. You may restore the system from MSI Image Backup to have the system restored back to the factory default settings.
4. AC power is required while proceeding MSI Recovery. Ensure that the AC power is connected to the system before moving forward to the next step.
5. Always make sure that the important data has been backed up before continuing MSI Recovery process.
6. Follow the on-screen instructions to continue and complete the MSI Recovery process.

# System Diagnosis

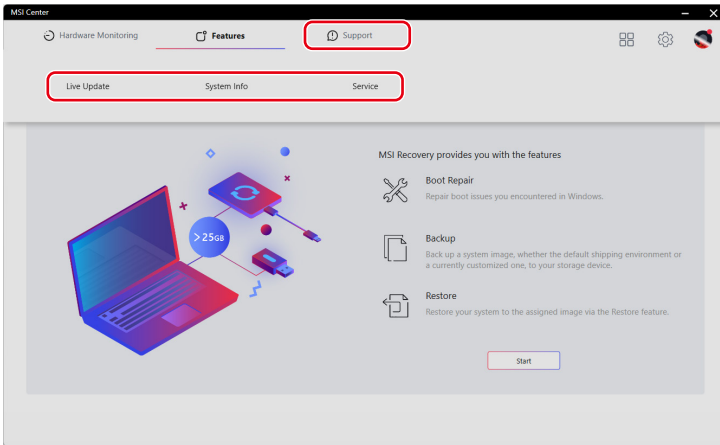
[System Diagnosis] provides [System Checker] for users to clean up their hard drives and free up system memory while [Storage Status] helps users keep their storage health in check.

- To clean up the storage, click [Clean Up Disk], select the drive you want to clean up from the pop-up menu, and follow the on-screen instructions to clean up the storage.
- To free up memory, click [Free Up Memory] and MSI Center will instantly release system memory that is no longer required.



# Support

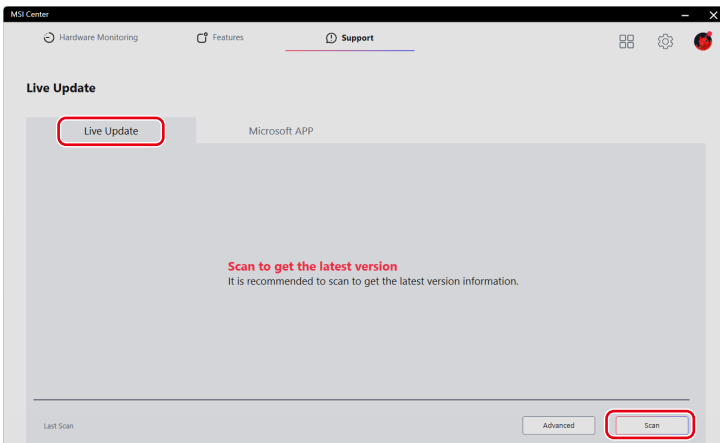
Support offers various customer support channels to fulfill the needs of every user.



## Live Update

### Live Update

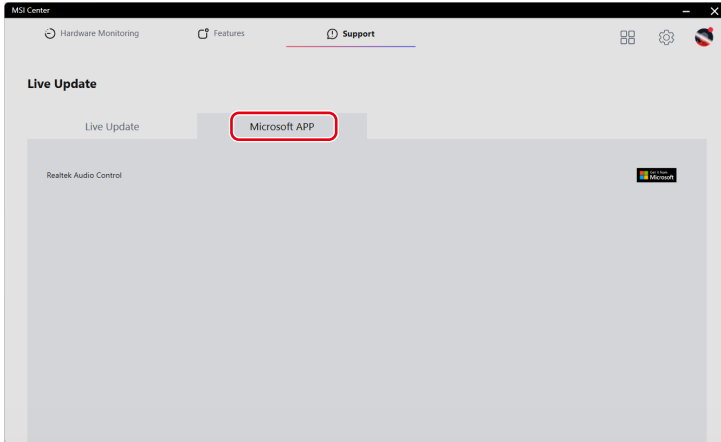
It is recommended that users click [Scan] under [Live Update] to get the latest MSI or third-party utilities for update.



## Microsoft APP

When using this function for the very first time, analyzing the system with Live Update is a must.

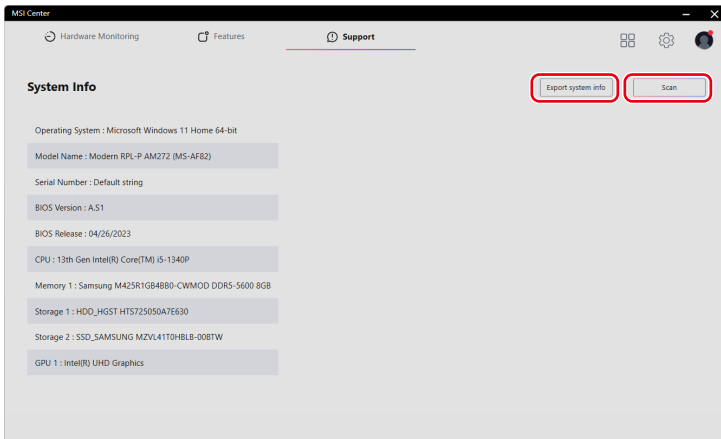
1. Click [Scan] under [Live Update].
2. Click [Microsoft APP] where a list of compatible applications on Microsoft Store are displayed.
3. Select a desired application and follow the on-screen instructions to install the application.



## System Info

System Info shows read-only system information.

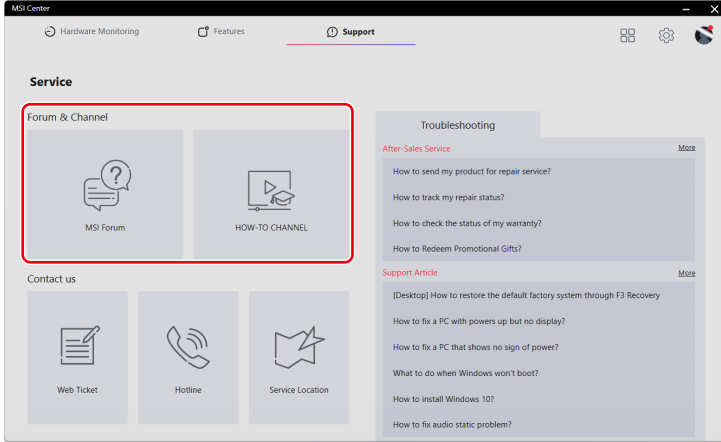
- [Export System Info]: Exporting the current system information data to a .txt file.
- [Scan]: Scanning the system for the latest information.



# Service

## Forum & Channel

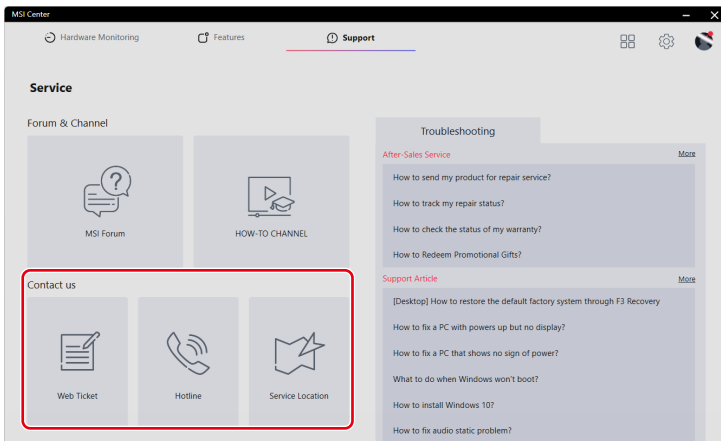
- [MSI Forum]: Directing users to MSI Global Forum for discussion with global users.
- [How-To Channel]: Directing users to MSI HOW-TO CHANNEL for guides, tips & tricks that help you get more from your MSI products.



## Contact Us

Users may contact MSI via the following channels.

- Click [Web Ticket] to reach MSI Member Center.
- Click [Hotline] to talk to a service representative.
- Click [Service Location] to locate a nearby repair service shop.



## Troubleshooting

- [After-Sales Service]: Providing instructions on repair, warranty and other after-sales services.
- [Support Article]: Offering advice on how to troubleshoot your MSI products.

If further assistance is needed, click [More] for MSI online service and support.

