



PRO Series

Personal Computer

PRO DP21 14MQG
(MS-B0B2)

Service Guide

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Revision

V1.0, 2024/04

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/reassembly.
- 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/reassembly.
- After reassembly, 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.	<u>Product Components and Accessories</u> <u>Recommended Tools</u>
Exploded diagram of parts.	<u>Product Components and Accessories</u>
List of spare parts including manufacturer-approved spare parts and how to obtain them.	<u>Product Upgradeability and Repairability</u>
Maintenance procedures or guidance on where to obtain the procedures.	<u>System Diagnosis</u>
Troubleshooting instructions, software diagnostic tools, troubleshooting videos or other troubleshooting guidance.	<u>Troubleshooting</u> <u>Service > Troubleshooting</u>
Instructions on how to obtain software updates (not applicable to display products).	<u>Support</u>
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).	<u>Data Sanitization</u>

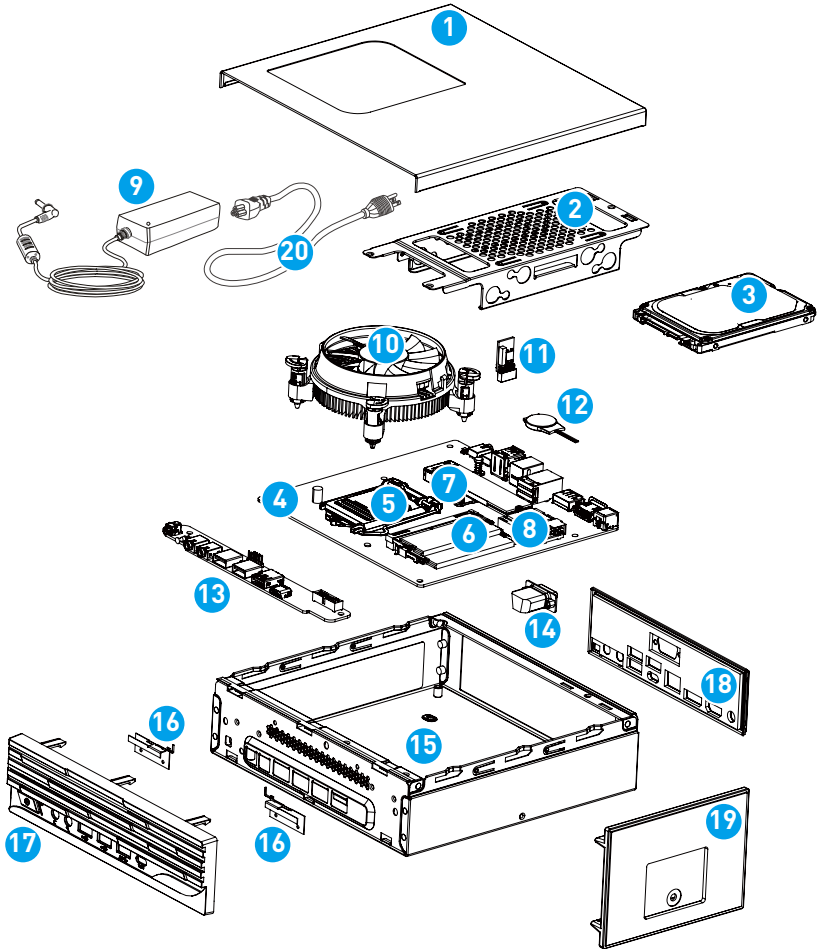
It is acceptable for service instructions to exclude information that, as determined by the manufacturer:	
a) May expose the user to risk of injury, or	N/A
b) Breaches intellectual property rights, or	N/A
c) Compromises user privacy or security, or	N/A
d) Involves the disassembly of a battery pack or 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. [Top Cover](#)
2. [Hard Disk Drive Bracket](#)
3. [Hard Disk Drive \[Optional\]](#)
4. [Mainboard](#)
5. [CPU](#)
6. [Memory Module](#)
7. [Solid State Drive](#)
8. [Wireless Card](#)
9. [External Power Supply](#)
10. [Thermal Fan](#)
11. [TPM Card](#)
12. [Coin Battery](#)
13. [Front I/O Board](#)
14. [COM Port Connector](#)
15. [Bottom Cover](#)
16. [Antenna](#)
17. [Front Bezel](#)
18. [Rear I/O Shielding](#)
19. [Stand](#)
20. [Power Cord](#)

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	Yes	No
Main memory capacity of the system	No	No	Yes	No
Mass storage capacity of the system	Yes	No	Yes	No
Wireless networking capability	No	No	Yes	No
Graphics capability (integrated or discrete)	N/A	N/A	N/A	N/A
Display panel or display assembly	N/A	N/A	N/A	N/A
Integrated mechanical keyboards	N/A	N/A	N/A	N/A
All batteries	No	No	Yes	No
All external and internal power supplies	No	No	Yes	No
All fan assemblies	No	No	Yes	No
AND At least two of the following (or one, if all remaining are absent from product):	Upgradeable	Repairable	Replaceable	Soldering
Speakers	N/A	N/A	N/A	N/A
Camera	N/A	N/A	N/A	N/A
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 reassembly procedures.

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

Screw List

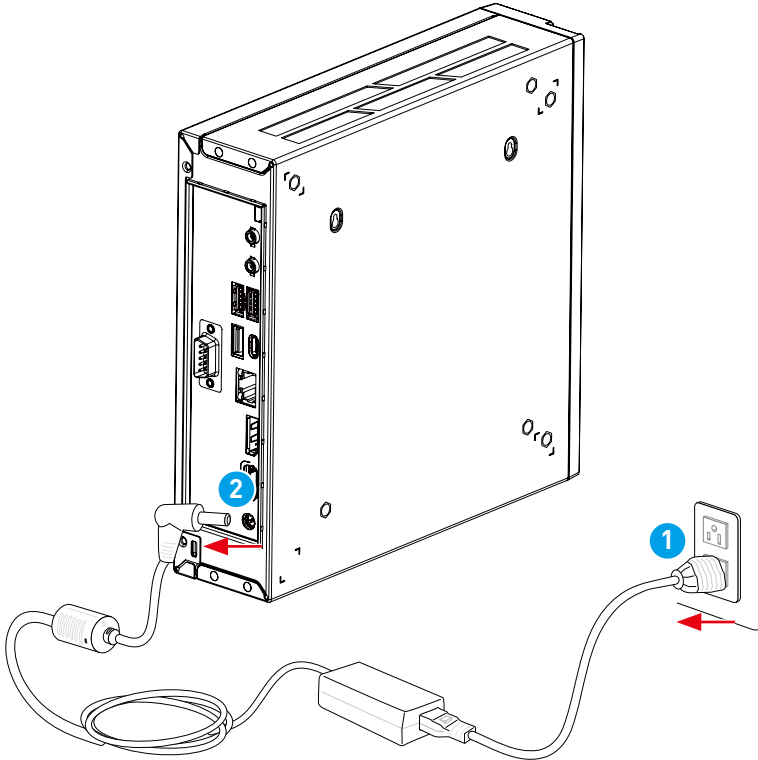
Please refer to the screw list below while proceeding the disassembly and assembly of the computer.

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.

Component	Screw Type	Quantity
Top Cover	M3*4	2
Hard Disk Drive Bracket	M3*4	3
Hard Disk Drive	M3*2.5+5.5	4
Solid State Drive	M2*3	1
Intrusion Cable	M2*8	1
Mainboard	M3*6	4
Front I/O Board	M3*6	2
COM Port Connector	4#-40*7	2
Antenna	M3*5	4
Wireless Card	M2*3	1
Stand	M3*6	1

Preparation for Disassembly

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



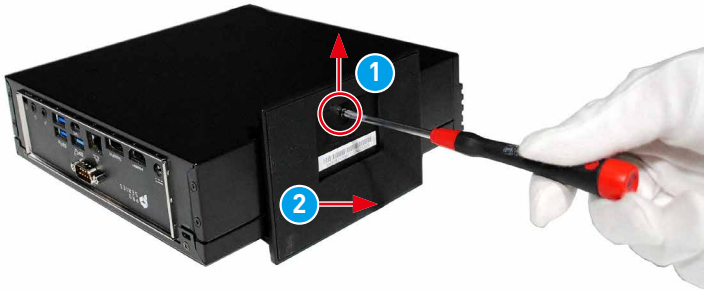
Important

- Disconnect all power sources and place the PC on a steady surface before disassembly/ reassembly.
- 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 reassembly, ensure that all screws are replaced and no stray screws remain inside the PC.

Stand

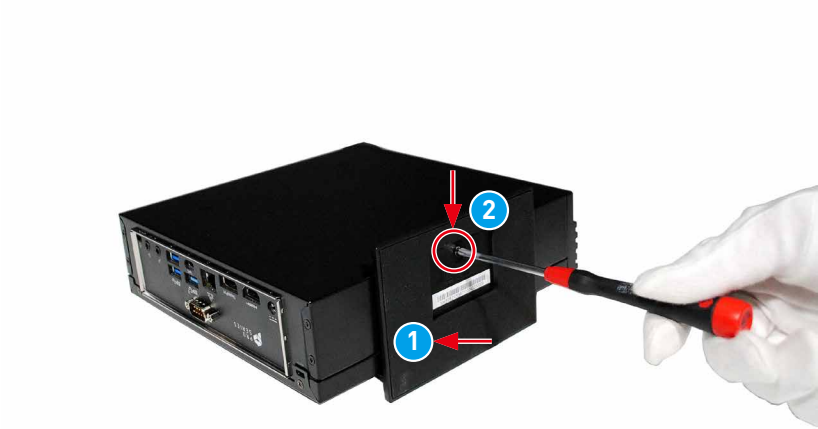
Stand Disassembly

1. Place the desktop on a steady, protected surface.
2. Locate and remove the screw **1** that secure the stand with a cross-head screwdriver.
3. Remove the stand **2** from the desktop.



Stand Assembly

1. Place the desktop on a steady, protected surface.
2. Place the stand **1** on the desktop with screw hole aligned.
3. Tighten the screw **2** with a cross-head screwdriver to secure the stand in place.



Top Cover

Top Cover Disassembly

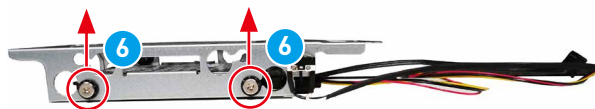
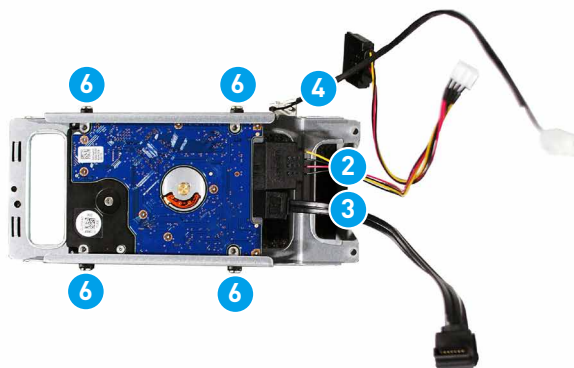
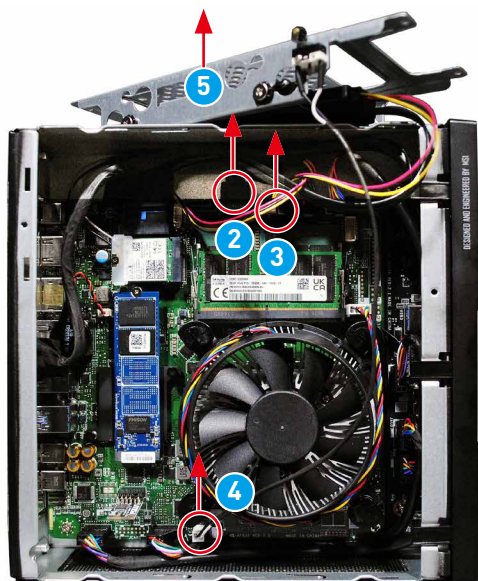
1. Locate and remove the screws **1** that secure the top cover with a cross-head screwdriver.
2. Remove the top cover **2** from the desktop.



Top Cover Assembly

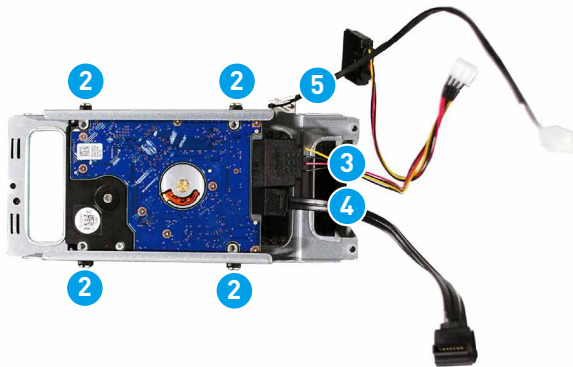
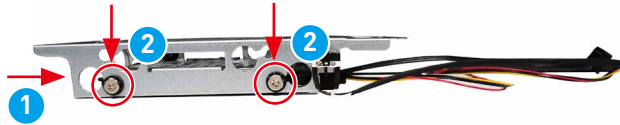
1. Place the top cover **1** on the desktop with screw holes aligned.
2. Tighten the screws **2** with a cross-head screwdriver to secure the top cover in place.

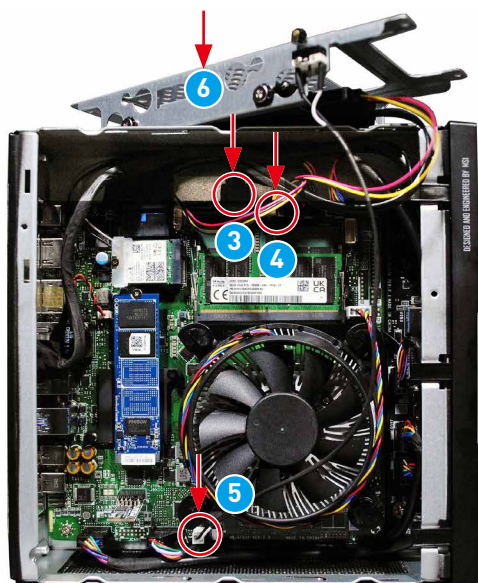




Hard Disk Drive Assembly

1. Place the hard disk drive on the bracket **1** with screw holes aligned, and then tighten the screws **2** on both sides of the bracket with a cross-head screwdriver to secure the hard disk drive in place.
2. Connect the power cable **3**, signal cable **4**, intrusion cable **5** to the mainboard.
3. Place the hard disk drive bracket **6** on the chassis with screw holes aligned, and then tighten the screws **7** with a cross-head screwdriver to secure the hard disk drive bracket in place.





COM Port Connector

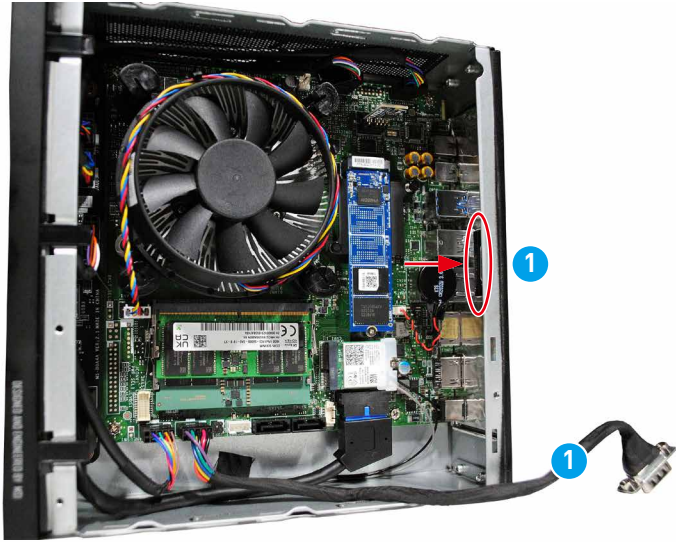
COM Port Connector Disassembly

1. Locate and remove the screws **1** that secure the COM port connector with a hex socket screwdriver.
2. Remove the COM port connector from the rear I/O shield **2**.



COM Port Connector Assembly

1. Place the COM port connector on the rear I/O shield **1** with screw holes aligned.
2. Tighten the screws **2** with a hex socket screwdriver to secure the COM port connector in place.





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

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



Coin Battery Assembly

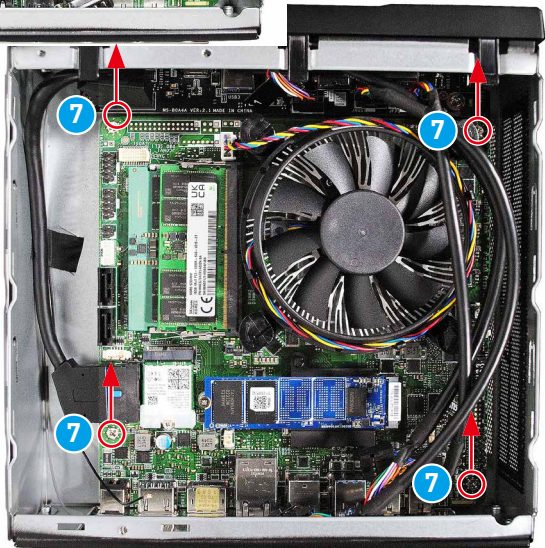
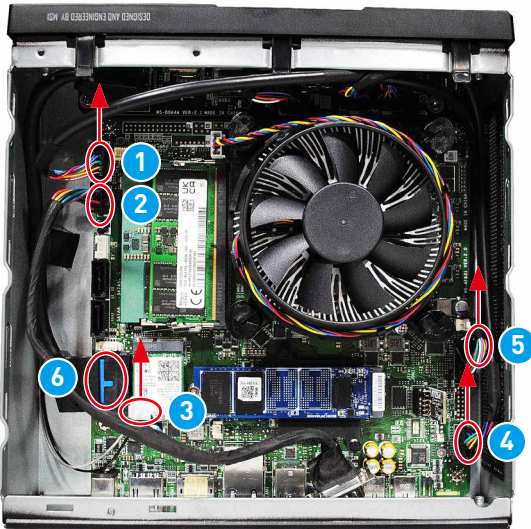
1. Connect the coin battery cable ①.
2. Replace the coin battery ② and secure it with its adhesive tape.



Mainboard

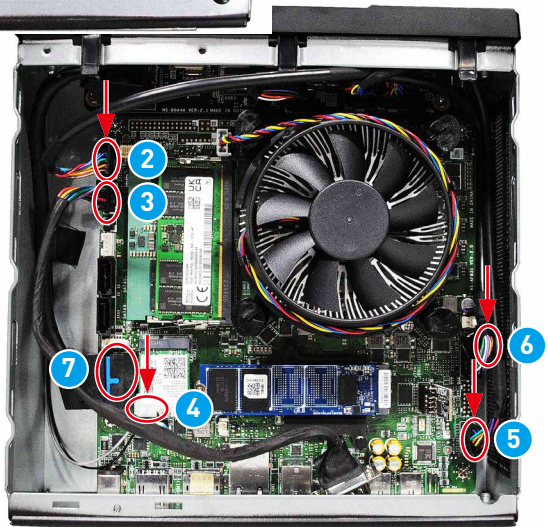
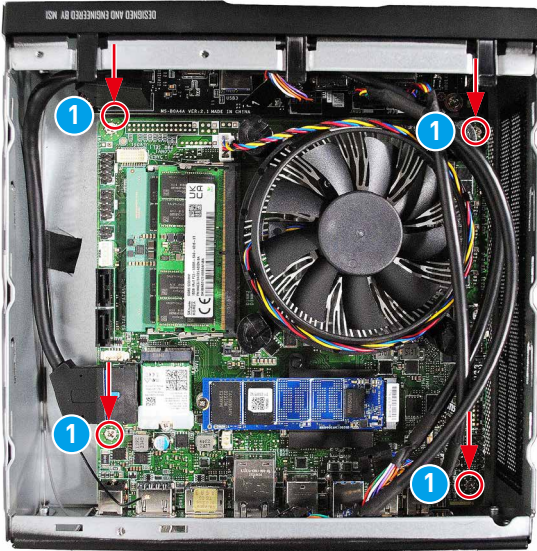
Mainboard Disassembly

3. Locate and disconnect the front panel cable **1**, COM port cable **2**, antenna cables **3**, audio cable **4**, USB 2.0 cable **5**, and USB 3.0 cable **6** from the mainboard.
4. Remove the screws **7** that secure the mainboard with a cross-head screwdriver, and then remove the mainboard from the chassis.



Mainboard Assembly

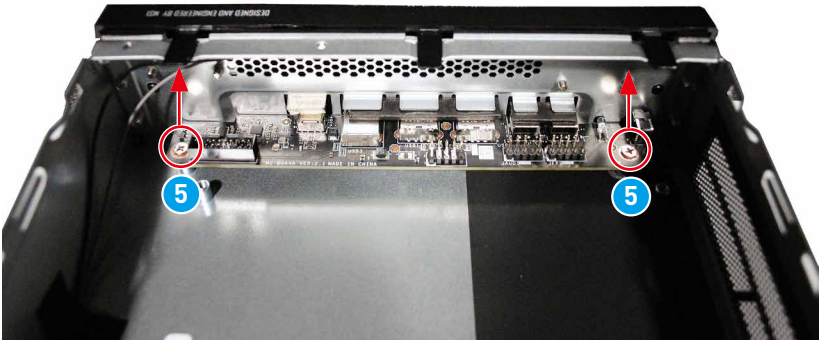
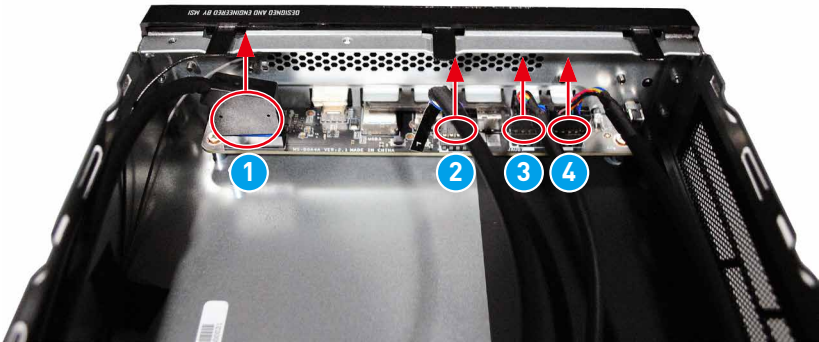
1. Place the mainboard on the chassis with screw holes aligned, and then tighten the screws **1** with a cross-head screwdriver to secure the mainboard in place.
2. Connect the front panel cable **2**, COM port cable **3**, antenna cables **4**, audio cable **5**, USB 2.0 cable **6**, and USB 3.0 cable **7** to the mainboard.



Front I/O Board

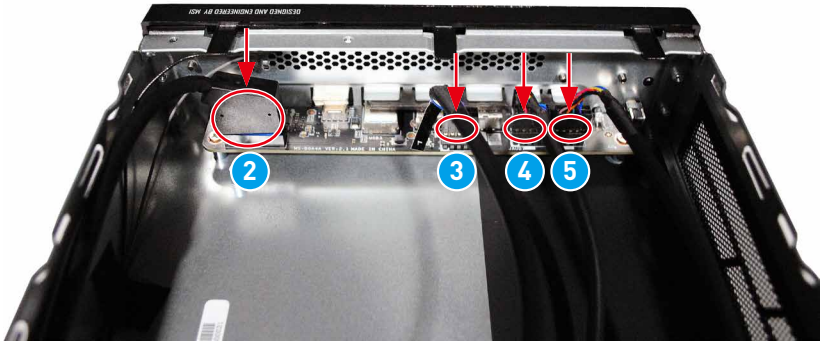
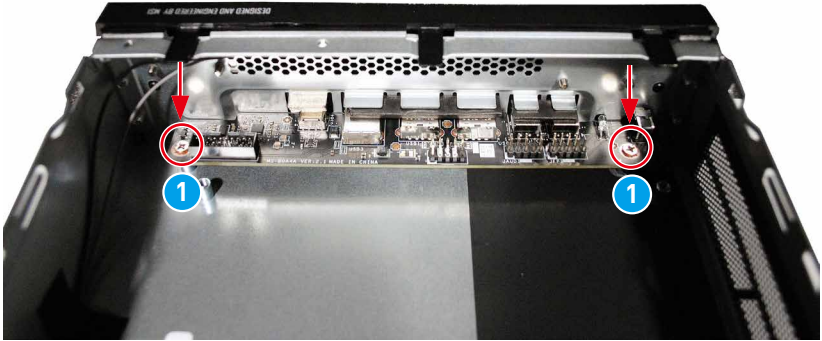
Front I/O Board Disassembly

1. Locate and disconnect the USB 3.0 cable **1**, USB 2.0 cable **2**, audio cable **3**, and front panel cable **4** from the chassis.
2. Remove the screws **5** that secure the front I/O board with a cross-head screwdriver, and then remove the front I/O board from the chassis.



Front I/O Board Assembly

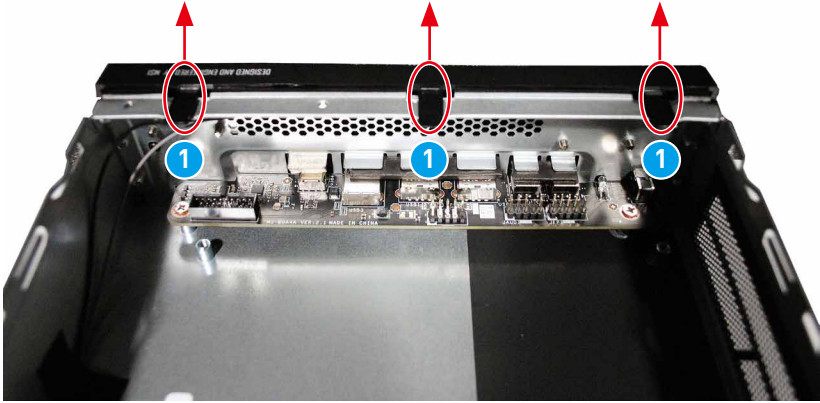
1. Place the front I/O board on the chassis with screw holes aligned, and then tighten the screws **1** with a cross-head screwdriver to secure the front I/O board in place.
2. Connect the USB 3.0 cable **2**, USB 2.0 cable **3**, audio cable **4**, and front panel cable **5** to the chassis.



Front Bezel

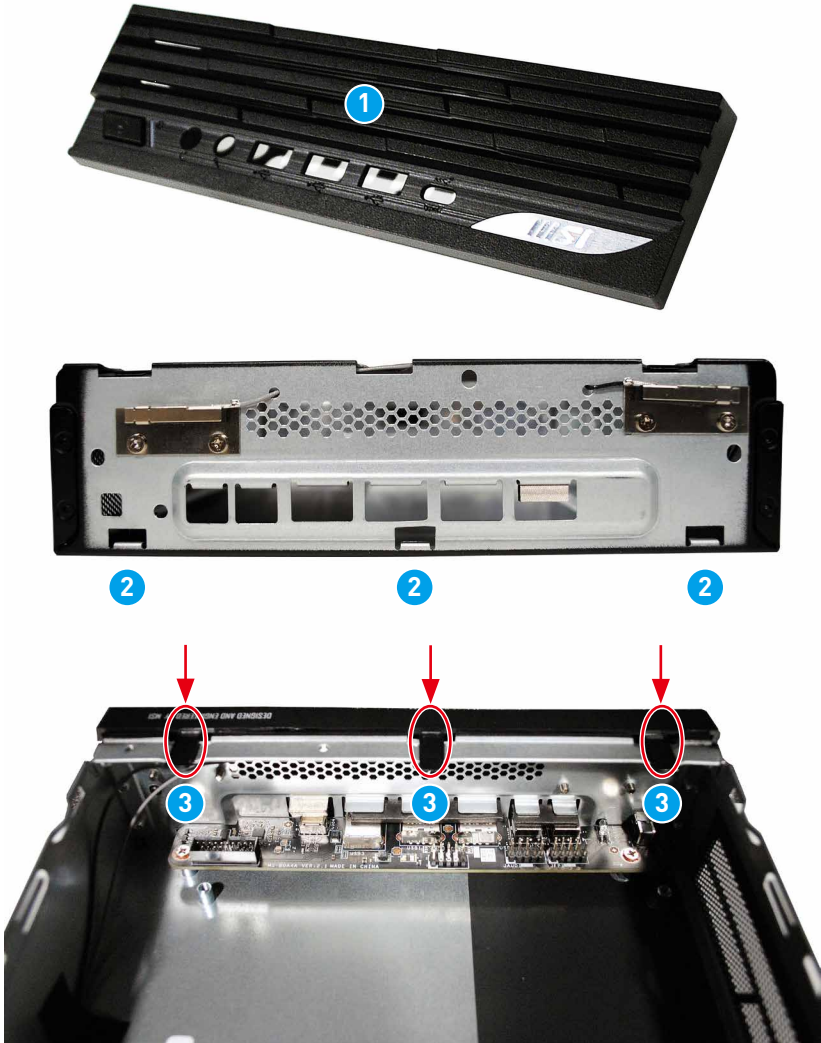
Front Bezel Disassembly

1. Locate and disengage the front bezel hooks **1**.
2. Remove the front bezel **2** from the chassis.



Front Bezel Assembly

1. Place the front bezel **1** on the chassis with its hooks aligned **2**.
2. Engage the front bezel hooks in place **3**.



Rear I/O Shielding

Rear I/O Shielding Disassembly

1. Locate and disengage the rear I/O shielding, and remove it from the chassis.



Rear I/O Shielding Assembly

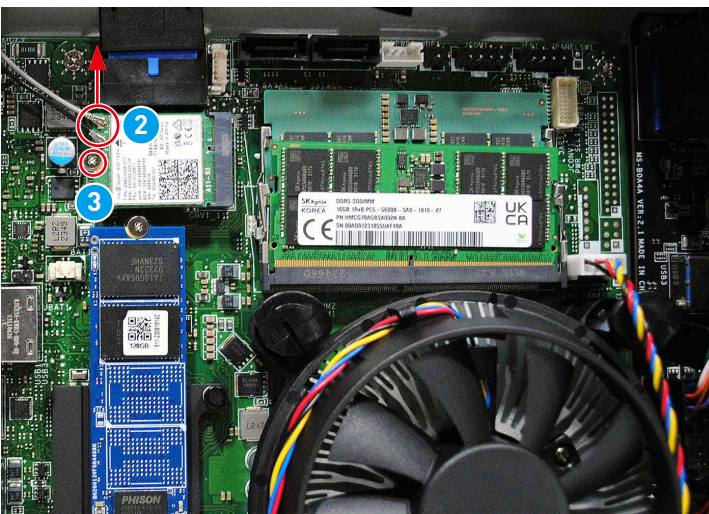
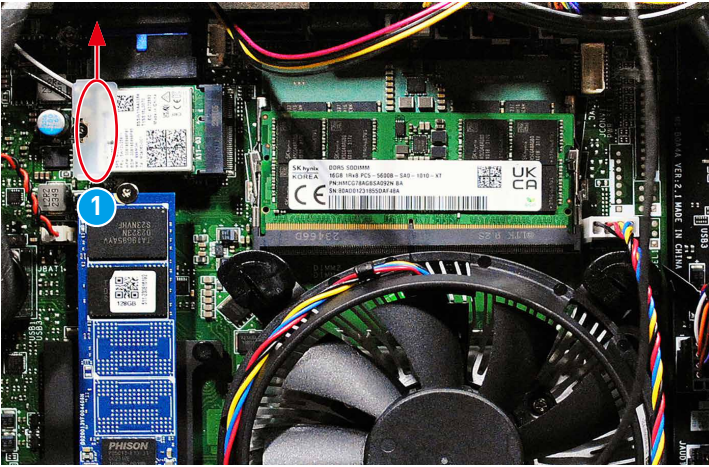
1. Place the rear I/O shielding on the chassis, and engage it in place.



Wireless Card

Wireless Card Disassembly

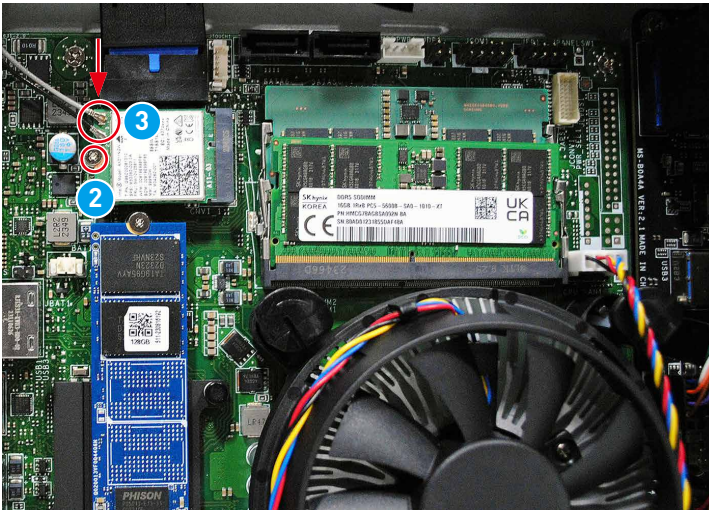
1. Locate and remove the wireless card clip **1**.
2. Disconnect the antenna cables **2** from the wireless card.
3. Remove the screw **3** that secures the wireless card with a cross-head screwdriver.
4. Remove the wireless card from the slot.
5. Remove the screws **4** that secure the antenna with a cross-head screwdriver.

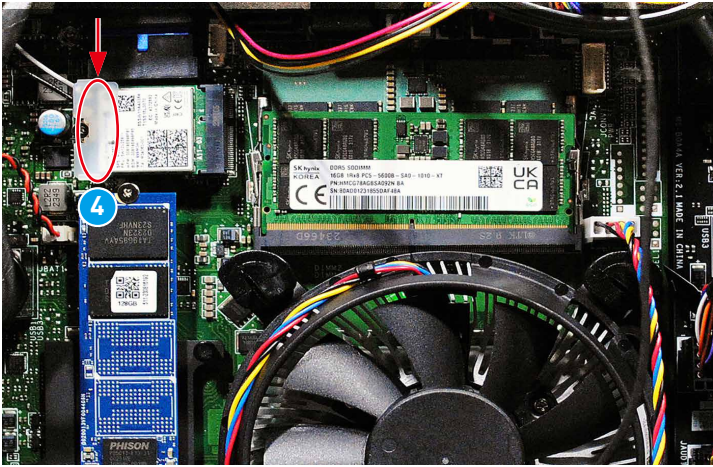




Wireless Card Assembly

1. Locate and tighten the screws **1** that secure the antenna with a cross-head screwdriver.
2. Align the notch on the wireless card with the key on the slot, insert the wireless card into the slot, and push the wireless card downwards.
3. Tighten the screw **2** with a cross-head screwdriver to secure the wireless card in place.
4. Connect the antenna cables **3** to the wireless card.
5. Place the wireless card clip **4** to the wireless card.

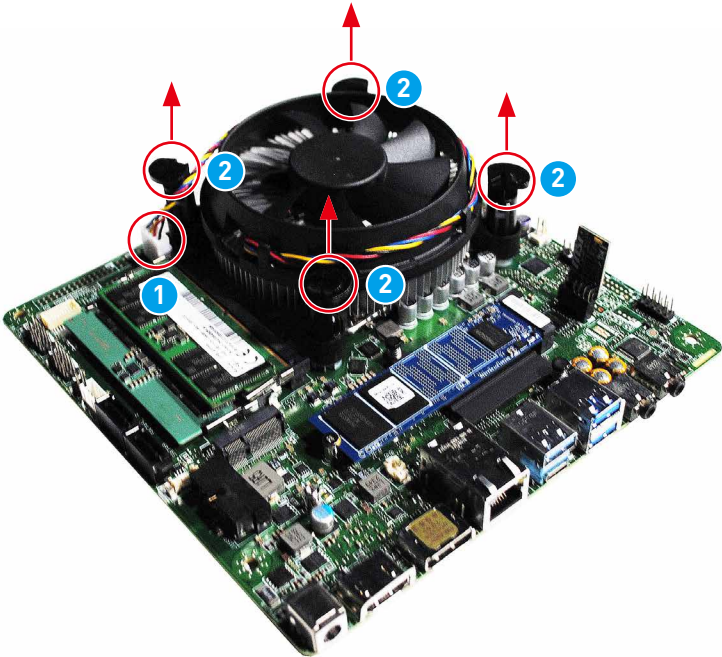




Thermal Fan

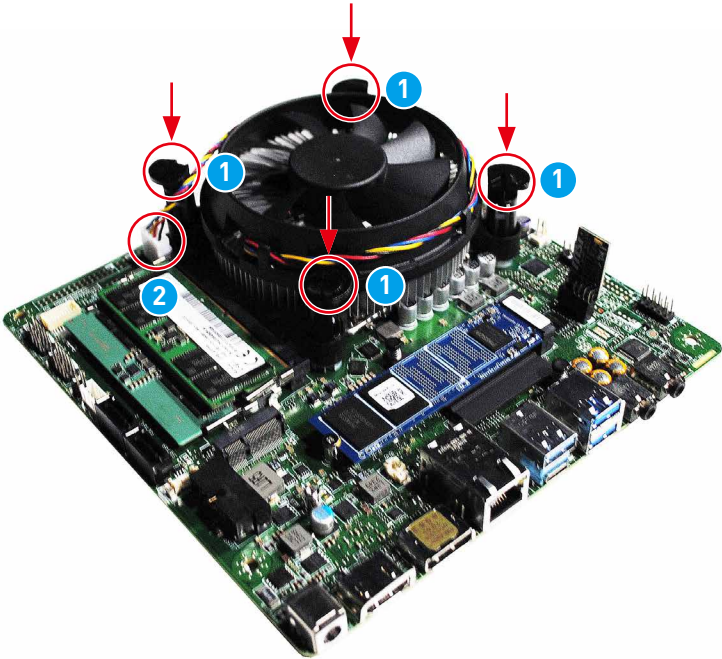
Thermal Fan Disassembly

1. Locate and disconnect the thermal fan cable **1** from the mainboard.
2. Twist the thermal fan knobs **2** counterclockwise to release the thermal fan, and then pull the knobs up to open the fasteners.
3. Remove the thermal fan from the mainboard.

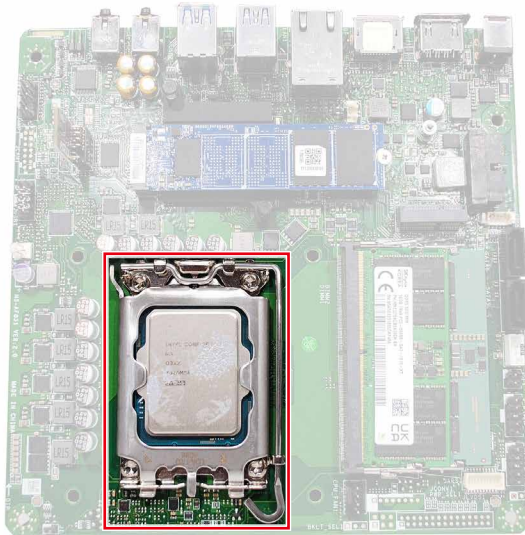


Thermal Fan Assembly

1. Place the thermal fan on the mainboard with knob holes aligned.
2. Press the thermal fan knobs **1** down to close the fasteners.
3. Connect the thermal fan cable **2** to the mainboard.



CPU

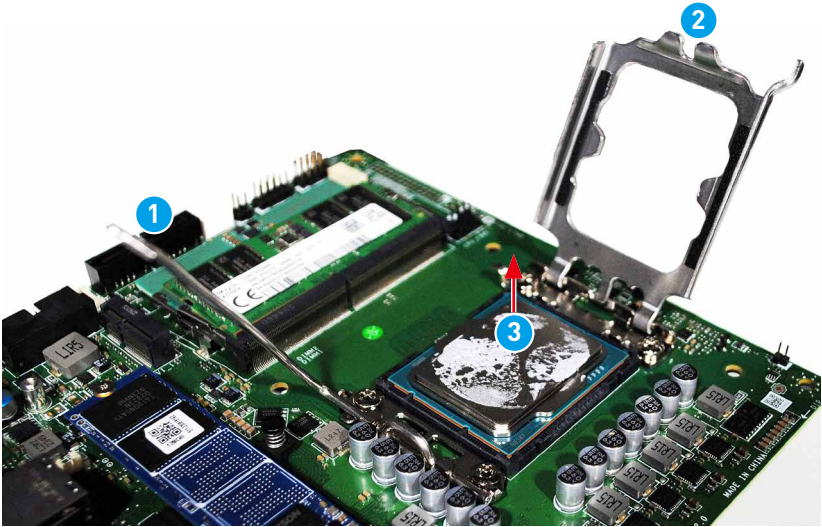


 **Important**

- Do not touch the socket contacts or the bottom of the CPU, hold the CPU carefully or it may cause serious damages.
- Evenly spread a thin layer of thermal paste on the top of the CPU, this will help in heat dissipation and prevent CPU from overheating.

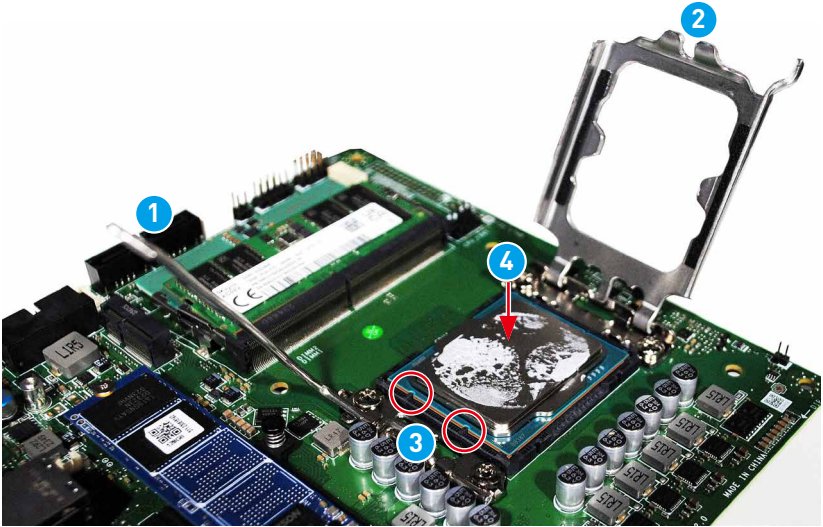
CPU Disassembly

1. Locate and push the load lever down to unclip the CPU socket. Lift the load lever up to the fully open position **1** and the load plate will automatically lift up **2**.
2. Remove the CPU **3** straight up from the socket without tilting the CPU.
3. Close the load plate **2** and then close the load lever **1**.

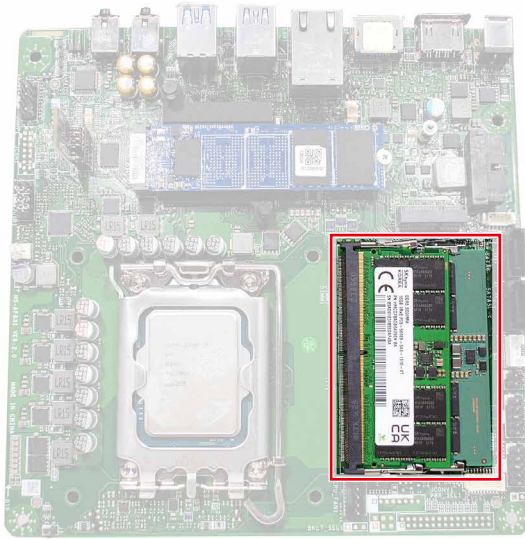


CPU Assembly

1. Push the load lever down to unclip the CPU socket. Lift the load lever up to the fully open position **1** and the load plate will automatically lift up **2**.
2. Align the notches on the CPU with the keys on the socket **3**.
3. Place the CPU **4** straight down to the socket without tilting the CPU.
4. Close the load plate **2** and then close the load lever **1**.

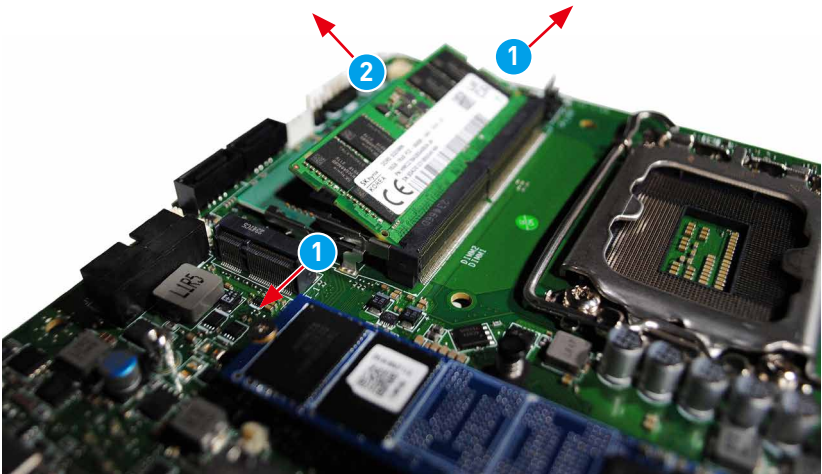


Memory Module



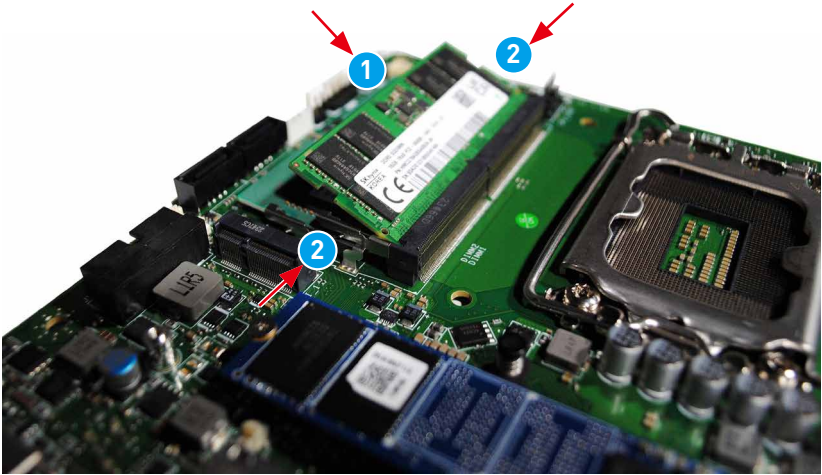
Memory Module Disassembly

1. Locate and open the slot clips **1** on the memory module slot until the memory module pops up.
2. Remove the memory module **2** from the slot.
3. Repeat the steps if there are more memory modules.

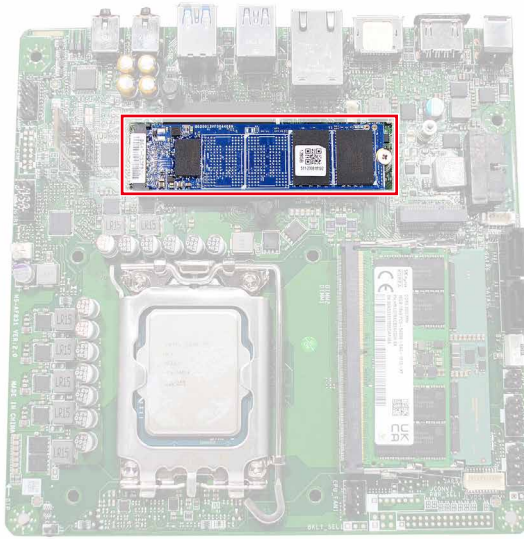


Memory Module Assembly

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

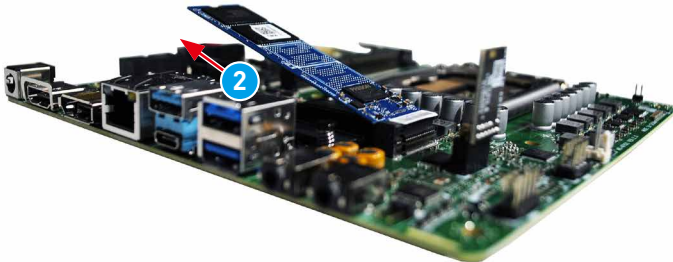


Solid State Drive



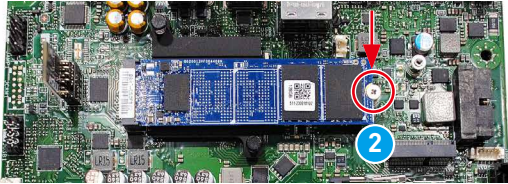
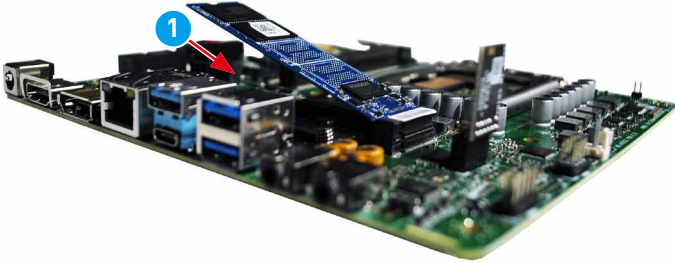
Solid State Drive Disassembly

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

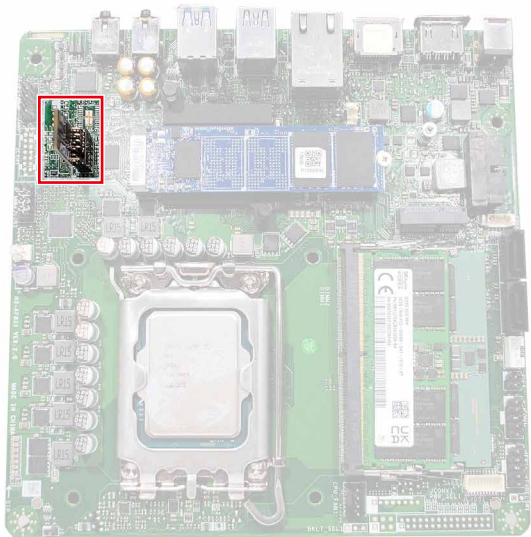


Solid State Drive Assembly

1. Align the notch on the solid-state drive with the tab on the M.2 slot, insert the solid-state drive **1** into the M.2 slot, and push the solid-state drive downwards.
2. Tighten the screw **2** with a cross-head screwdriver to secure the solid-state drive in place.

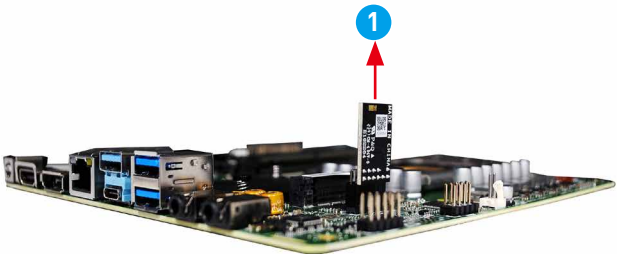


TPM Card



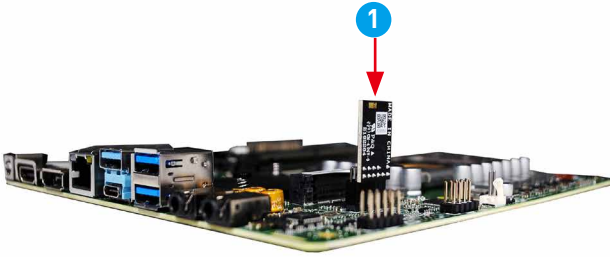
TPM Card Disassembly

1. Locate and remove the TPM card 1.



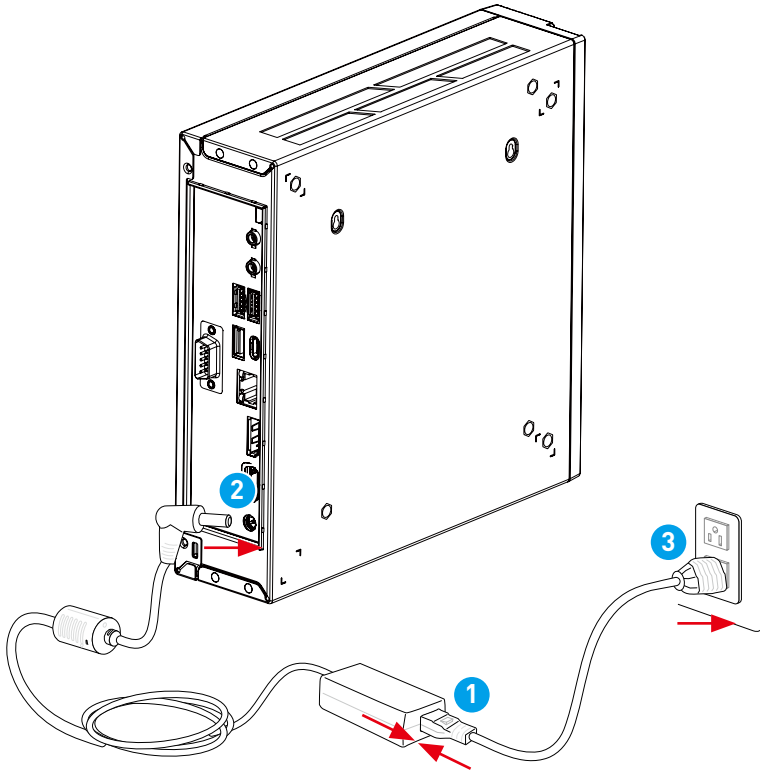
TPM Card Assembly

1. Insert and push the TPM card **1** downwards.



Powering Up After Maintenance

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



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.

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.

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.

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.

How to recover the system with the F3 Hotkey?

Precautions for Using the System Recovery Function

- If your hard drive and system encountered non-recoverable problems, please use the F3 Hotkey recovery from the Hard Drive first to perform the System Recover Function.
- Before using the System Recovery Function, please back up the important data saved on your system drive to other storage devices.

Recovering the system with the F3 Hotkey

1. Restart the PC.
2. Press the F3 hotkey on the keyboard promptly when the MSI greeting appears on the display.
3. On the [Choose an option] screen, select [Troubleshoot].
4. On the [Troubleshoot] screen, select [Restore MSI factory settings] to reset the system to the default settings.
5. On the [RECOVERY SYSTEM] screen, select [System Partition Recovery].
6. Follow the on-screen instructions to continue and complete the Recovery Function.

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.

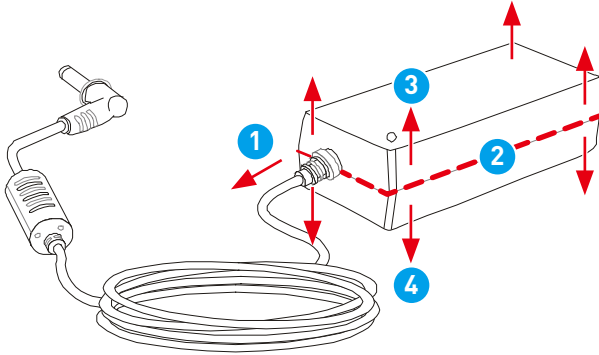
Stand

1. Follow [Stand Disassembly](#) to remove the stand **1** from the desktop.
2. Follow [Front Bezel Disassembly](#) to remove the front bezel **2** from the desktop.
3. Please collect all recyclable plastic parts and send them to qualified recyclers for recycling.



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.



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	7	Battery
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	8	Mainboard
	9	TPM Card
	17	External Power Supply Main PCB
Toner cartridges, liquid and paste, as well as color toner	—	Absent
Plastic containing abominated flame retardants	—	Absent

Materials	Item*1	Location
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
External electric cables	20	Power Cord
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)	17	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.

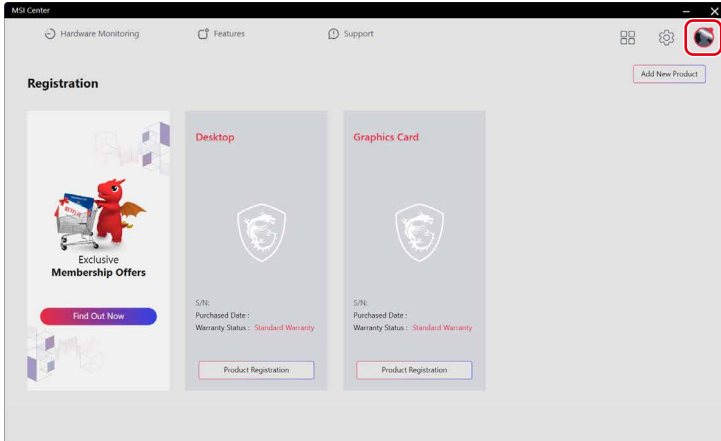
Using MSI Center

Login and Register

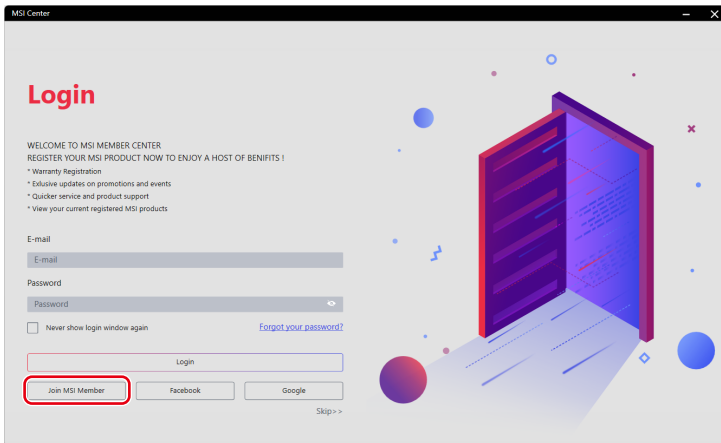
Before using MSI Center, it is recommended that you create your own account and register your MSI product to get full benefits from MSI Center at once.

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.

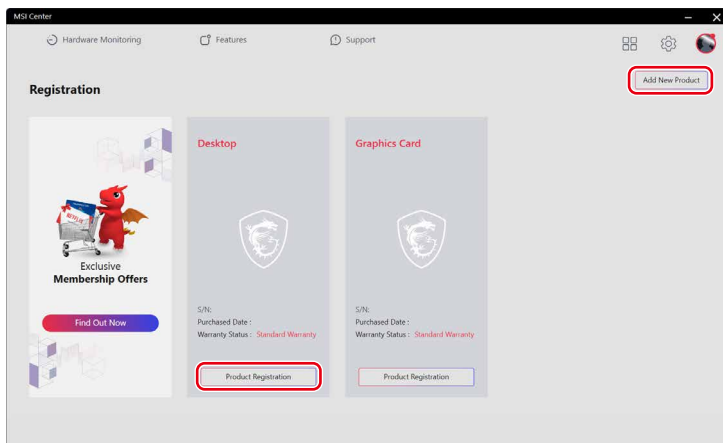
The screenshot shows the 'CREATE AN ACCOUNT' form in the MSI Center application. The form includes the following fields and options:

- E-mail:** A text input field with the placeholder text 'Please enter your email'.
- Password:** A text input field with the placeholder text 'Please create a new password for MSI Center account'.
- Confirm Password:** A text input field with the placeholder text '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 the day, month, and year.
- Region/Location:** A dropdown menu.
- Agreement:** A checkbox labeled 'I agree to the MSI Member Center and MSI Online Shop Terms and Conditions.' with links to 'MSI Member Center' and 'MSI Online Shop'.
- Navigation:** 'Prev' and 'Next' buttons at the bottom right.

Product Registration

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

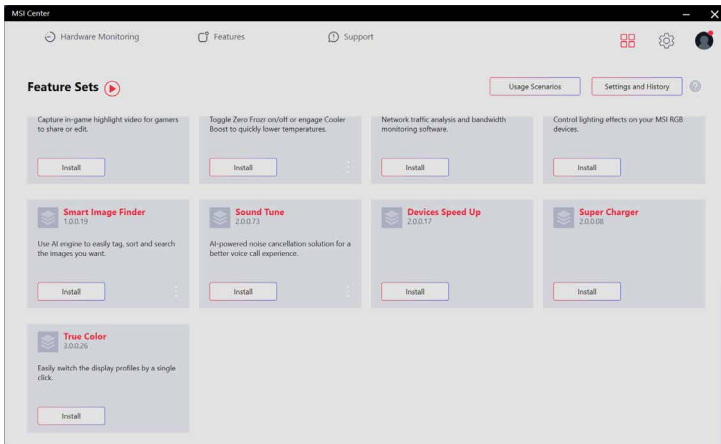
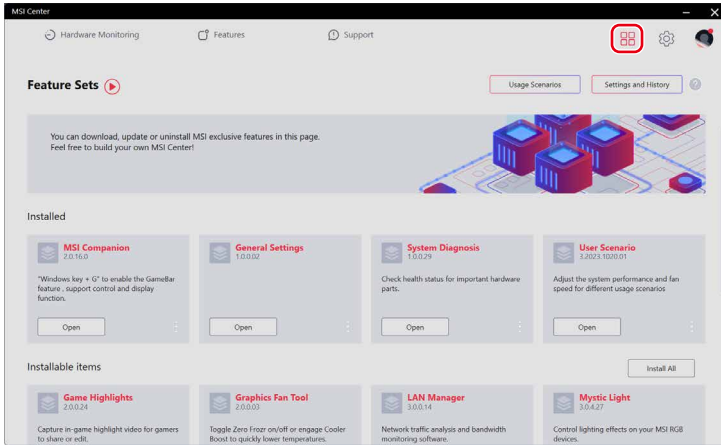
1. MSI Center will automatically detect your MSI devices. Click [Product Registration] and follow the on-screen instructions to complete the registration.
2. To register more MSI multimedia accessories connected to your system, click [Add New Product] and follow the on-screen instructions to add and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



Feature Sets

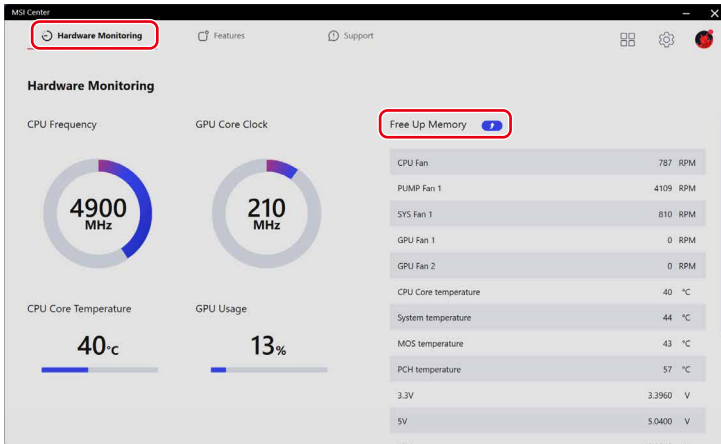
Users can download, update or uninstall MSI exclusive features in Feature Sets.

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



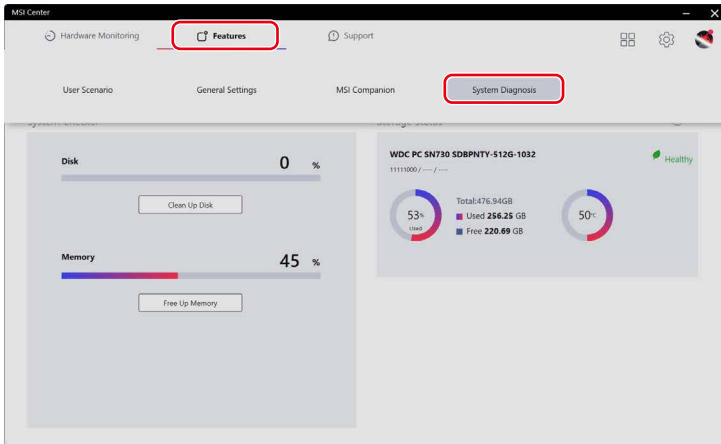
Hardware Monitoring

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

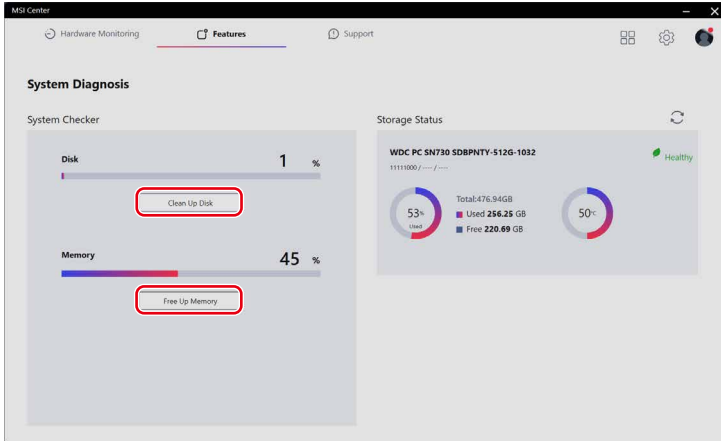
[Features] will vary depending on the features users have installed through [Feature Sets].



System Diagnosis

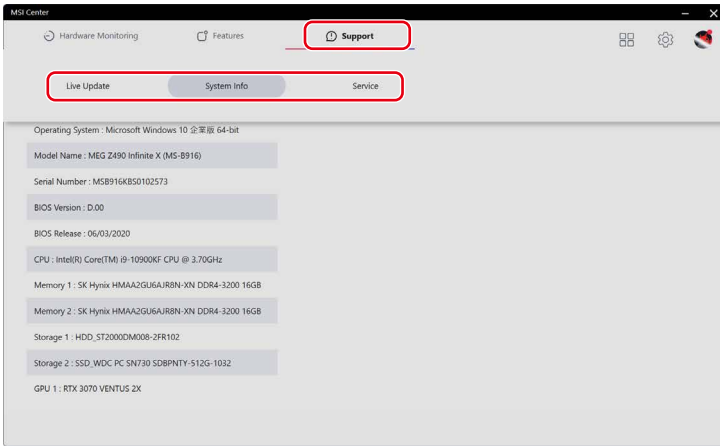
[System Diagnosis] provides [System Checker] for users to clean up their hard drives and free up system memory while [Storage Status] helps users keep their storage health in check.

- 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

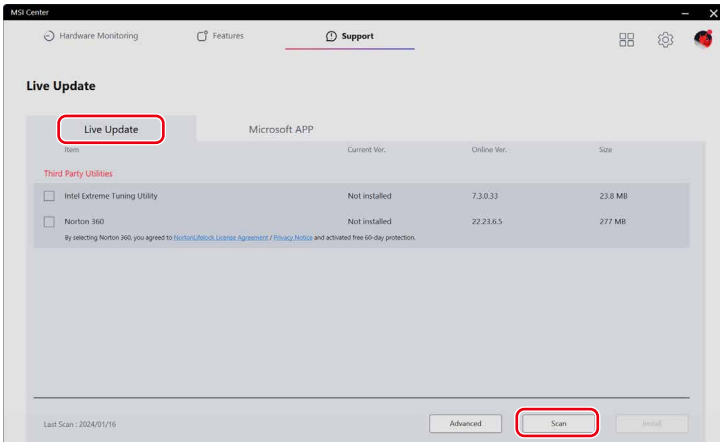
Support offers various customer support channels to fulfill the needs of every user.



Live Update

Live Update

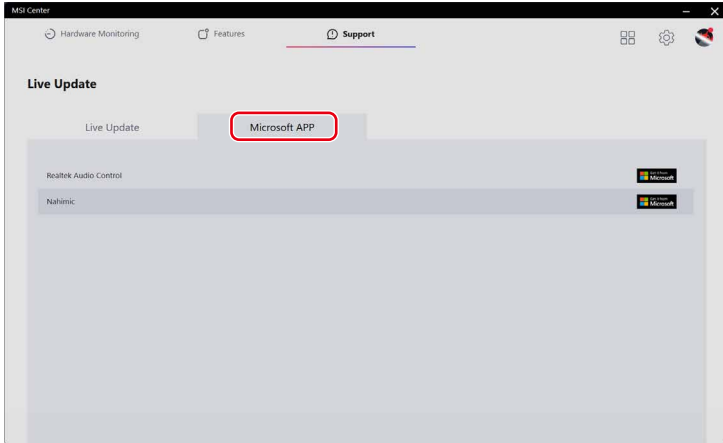
It is recommended that users click [Scan] under [Live Update] to get the latest MSI or third-party utilities for update.



Microsoft APP

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

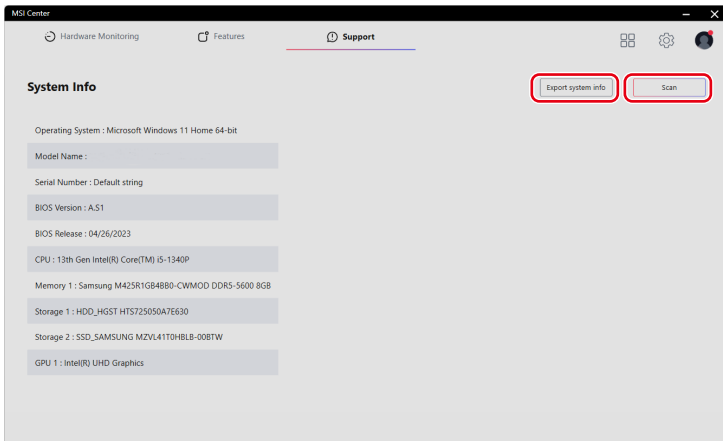
1. Click [Scan] under [Live Update].
2. Click [Microsoft APP] where a list of compatible applications on Microsoft Store are displayed.
3. Select a desired application and follow the on-screen instructions to install the application.



System Info

System Info shows read-only system information.

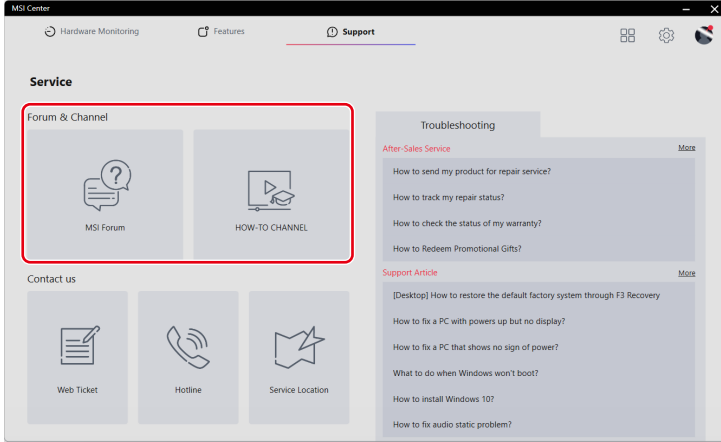
- [Export System Info]: Exporting the current system information data to a .txt file.
- [Scan]: Scanning the system for the latest information.



Service

Forum & Channel

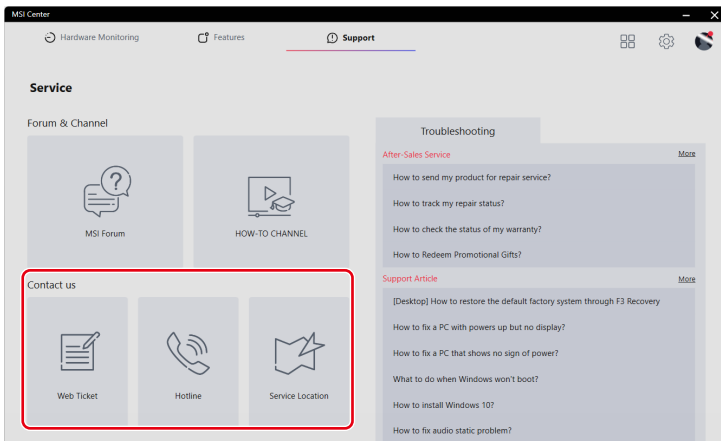
- [MSI Forum]: Directing users to MSI Global Forum for discussion with global users.
- [How-To Channel]: Directing users to MSI HOW-TO CHANNEL for guides, tips & tricks that help you get more from your MSI products.



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.

