USER GUIDE

Gaming | Content Creation | Business & Productivity

MSI CENTER Pro

NOTEBOOK

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Introduction

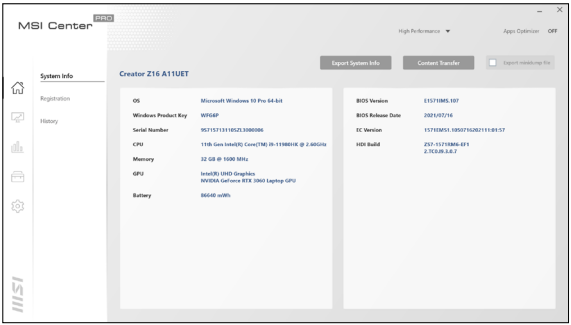
MSI Center Pro, the exclusive application created only for MSI's new Business and Productivity series -- Summit, Prestige, and Modern, delivers optimized productivity, performance, and efficiency to business and diverse users.

Be noted that MSI Center Pro is only available for MSI Business and Productivity series with 11th Gen Intel® Core™ and 4th Gen AMD® Ryzen processors.

Home

System Information

Before using MSI Center Pro, users can know all the information about the device in [System Information].

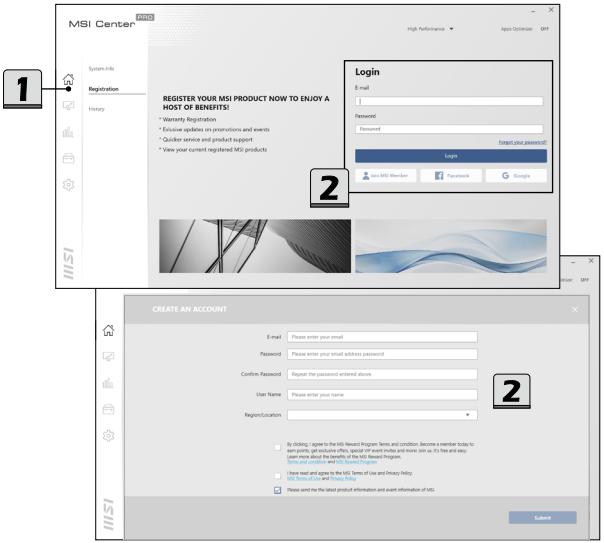


Registration

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

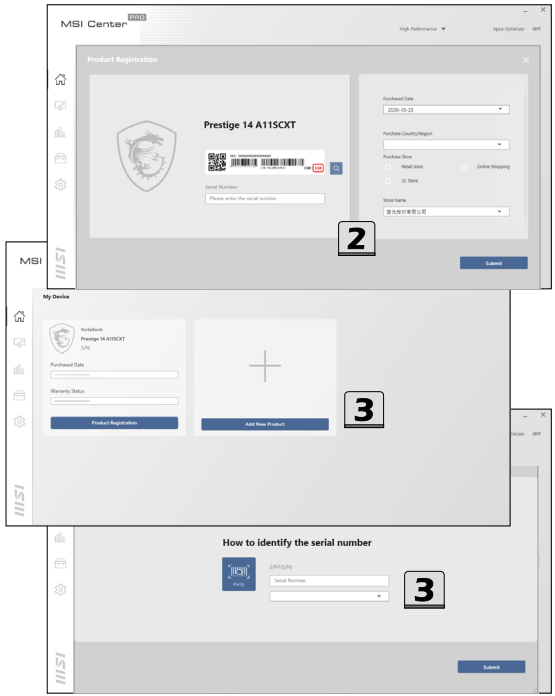
Create an Account

1. Activate MSI Center Pro, find [Home] at the left selection column.
2. Choose [Registration] to create an account, and then follow the on-screen instructions to apply a personal account and register your MSI product.



Product Registration

1. Once a personal account is created, you may start to register your products.
2. The notebook you are using will be detected by MSI Center Pro automatically, follow the on-screen instructions to complete the registration.
3. To register MSI multi-media accessories which are connected to the notebook, click [Add New Product] and then follow the on-screen instructions to complete the registration.

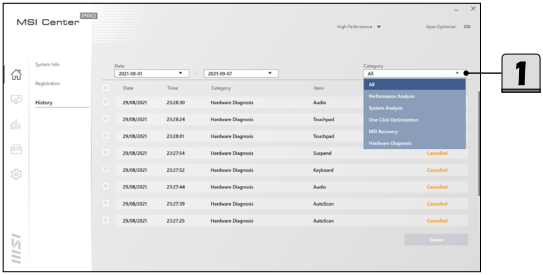


History

Every action in MSI Center Pro will be taken records, users could review every result in MSI Center Pro in [History] section.

Category

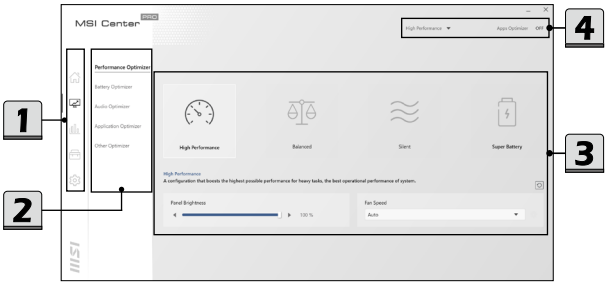
Review each function results in MSI Center Pro and find [Category] at the right selection column.



Get Started

Now, let's get familiar to MSI Center Pro! Here comes an overall user interface shown below, users may read the brief introduction of this user interface before going any further.

1. **Main Selection column**
   Find 5 main categories, Home, Optimization, System Analysis, Support, and Setting, at this column.
2. **Sub Selection column**
   Find advanced functions or tools of each main category.
3. **Operating area**
   Give further or detailed settings here for each function.
4. **Information Area**
   Find setting information here: login status, current user scenario selection, application optimizer status.



Optimization

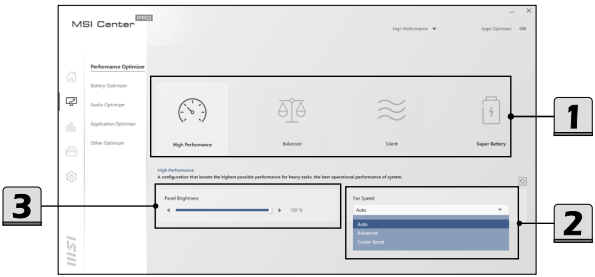
Within **Optimization** category, there are 5 advanced functions included: Performance Optimizer, Battery Optimizer, Audio Optimizer, Application Optimizer, and Other Optimizer.

Performance Optimizer

4 custom-made User Scenarios are available for users to choose in accordance with users' needs to increase the work efficiency.

How to Use User Scenario

1. Select a proper User Scenario according to your needs.
   - **High Performance**: A configuration that boosts the highest possible performance for heavy tasks, the best operational performance of system.
   - **Balanced**: A cozy, and the best system factory default settings that MSI recommended.
   - **Silent**: The quietest system, fan speed is limited to keep the noise level under the ambient noise.
   - **Super Battery**: The best battery life and the lowest possible power consumption for the basic needs.
2. Use the selecting list to re-adjust a required [Fan Speed] will be adjustable when [High Performance] is selected which included Auto mode, Advanced mode and Cooler Boost mode.
3. Use the scrolling bar to re-adjust a required [Panel Brightness].

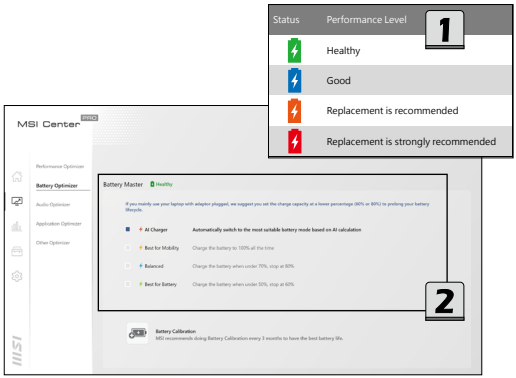


Battery Optimizer

Battery Master

Go to MSI Center Pro [Optimization > Battery Optimizer] and find [Battery Master].

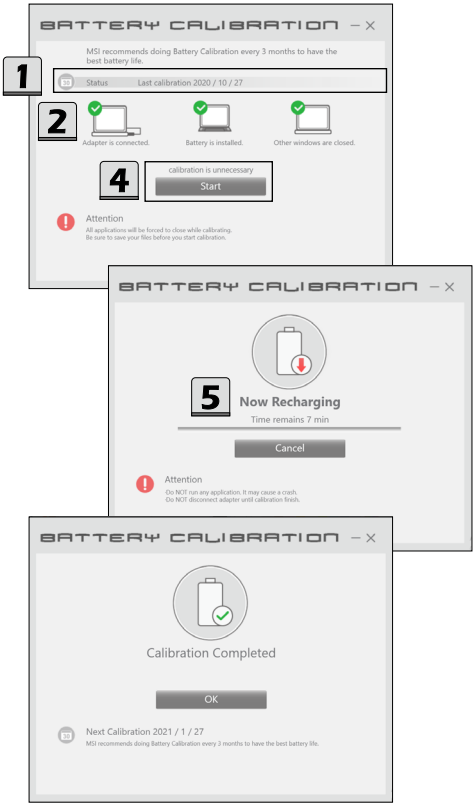
1. Users may distinguish the battery health status by the colors of the batter icon.
2. Select a suitable Battery modes for different usage.
   - **AI Charger**: automatically switch to the most suitable battery mode based on AI calculation.
   - **Best for Mobility**: Charge the battery to 100% at all time.
   - **Balanced**: Charge the battery when under 70%, and stop charging at 80%.
   - **Best for Battery**: Charge the battery when under 50%, and stop charging at 60%.



Battery Calibration

Go to MSI Center Pro [Support > System Diagnostics] and find Battery Calibration under Batter Master. Click on the [Battery Calibration] icon.

1. If you are using the Battery Calibration process for the very first time, at the [Status] field, there will be no information telling the date of last calibration.
2. Before starting the Battery Calibration process, it is required to check that the following conditions, a green signal will appear for each item if they meet the requirement:
   - The AC/DC adapter must be connected.
   - The battery must be installed properly.
   - No any other application is activated.
3. A red signal will appear, if any condition listed above does not meet the requirement.
4. Click on the [Start] icon to start the Battery Calibration process.
5. The calibration process status will be shown on the display telling users that the system is now charging, recharging, or discharging.
6. Calibration completed.
   MSI recommends doing Battery Calibration every 3 months to have the best battery life.
7. If the calibration process kept going failed, please replace the battery only with the same or equivalent type recommended by the manufacturer. Consult an authorized retailer or service center for further information and assistance.
8. If the AC/DC adapter is disconnected during the calibration process, a warning notification will appear. Please reconnect the AC/DC adapter to continue the calibration process within 15 seconds; otherwise the calibration process will stop automatically.


BATTERY CALIBRATION
MSI recommends doing Battery Calibration every 3 months to have the best battery life.
1
Status
Last calibration 2020 / 10 / 27
2
Adapter is connected.
Battery is installed.
Other windows are closed.
4
calibration is unnecessary
Start
Attention
All applications will be forced to close while calibrating.
Be sure to save your files before you start calibration.
BATTERY CALIBRATION
5
Now Recharging
Time remains 7 min
Cancel
Attention
Do NOT run any application. It may cause a crash.
Do NOT disconnect adapter until calibration finish.
BATTERY CALIBRATION
Calibration Completed
OK
Next Calibration 2021 / 1 / 27
MSI recommends doing Battery Calibration every 3 months to have the best battery life.

BATTERY CALIBRATION
7
Calibration Failed
OK
Attention
If you keep encounter problems on calibrating battery, your battery might be going bad/old.
Please consider replacing your battery.

BATTERY CALIBRATION
8
Adapter is disconnected!
Reconnect to continue or cancel the calibration.
Cancel (12)

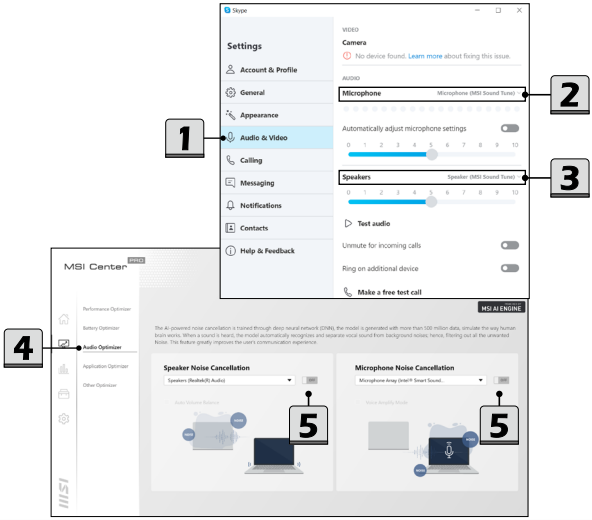
Audio Optimizer

＊Optionally supported for selected models.

The AI-powered noise cancellation is trained through deep neural network (DNN), the model is generated with more than 500 million data, simulate the way human brain works. When a sound is heard, the model automatically recognizes and separates the vocal sound from background noises. Hence, filtering out all the unwanted noise. This feature greatly imporves the users' communication experience.

How to Make Noise Cancel Take Effect

1. Activate Skype, and then go to Skype [Settings > Audio & Video].
2. Select Microphone (MSI Sound Tune) within the drop-down menu of Microphone option.
3. Select Speaker (MSI Sound Tune) within the drop-down menu of Speaker option.
4. Activate MSI Center Pro, go to [Optimization > Audio Optimizer].
5. Make sure to set Speaker Noise Cancel and Microphone Noise Cancel to [ON].



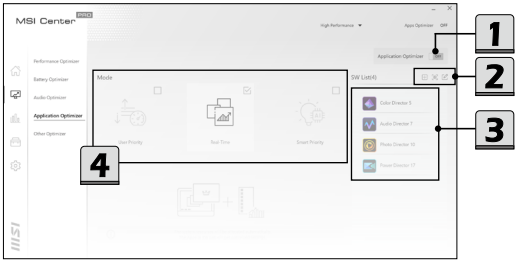
Application Optimizer

Application Optimizer allows users to allocate system resources manually to the specified App selected in accordance with users' needs, as long as the Apps are supported by Application Optimizer.

Interface Overview

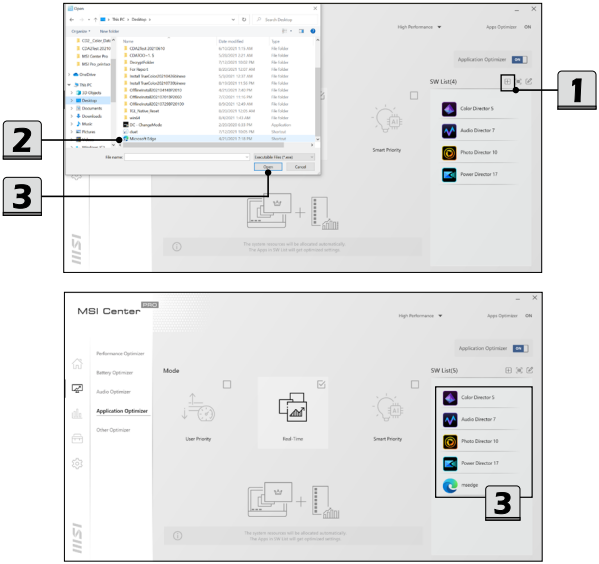
Go to MSI Center Pro [Optimization > Application Optimizer]

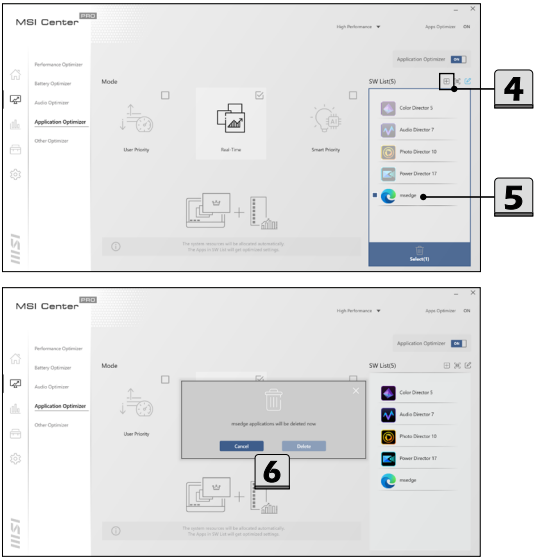
1. ON/OFF switch of Application Optimizer
2. Tools (from left to right)
   - Add : add a new Apps into SW List.
   - Refresh: refresh the SW list to get the latest list.
   - Edit: edit the SW List.
3. SW List: in addition to default Apps included, users may also add other Apps into this list.
4. Optimizer Mode
   - User Priority: the system resources will be allocated by users.
   - Real-Time: the system resources will be allocated automatically.
   - Smart Priority: the system resources will be controlled by AI automatically.



Add and Edit the SW List

1. To add an App into SW List, move the mouse cursor to [Add] and click on it.
2. Find and select the executable file of a specified App.
3. Click [Open] to complete inserting the selected App into SW List.
4. To delete an App in SW List, move the mouse cursor to [Edit] and click on it.
5. Select the specified App, and then click the [trashcan] icon to delete.
6. Click [Delete] to delete the selected App or click [cancel] to continue.

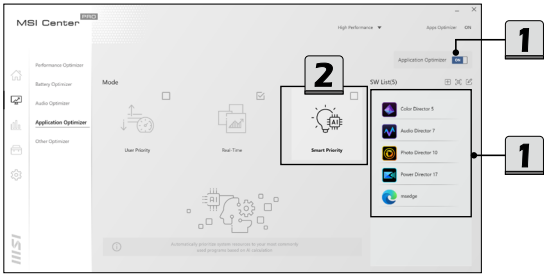


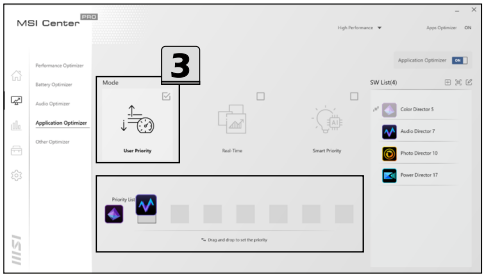


How to Use Application Optimizer

Before using Application Optimizer, make sure that the function SWITCH is set to [ON], and all the Apps shown in SW List are not activated at the background.
If [Real-Time] mode is selected, the system resources will be allocated automatically. The Apps in SW List will get optimized settings.

1. If [User Priority] mode is selected, users are allowed to drag a specified App from SW List into Priority List.
2. To drag an App, move the mouse cursor to the icon of the App. Left click on the icon and hold the mouse button. Drag and drop the App into the Priority List.
3. For those Apps listed in the Priority List, they will get optimized system resources.
4. To remove the Apps shown in the Priority List, move the mouse cursor to the icon of the App in the Priority List. Right click on the icon and hold the mouse button. Drag and drop the App back to the SW List.
5. Maximum 8 Apps are allowed to be selected into Priority List at one time. Follow the on-screen instructions to re-edit the Priority List.





MSI Center
High Performance
Apps Optimizer ON
Application Optimizer ON
Performance Optimizer
Battery Optimizer
Audio Optimizer
Application Optimizer
Other Optimizer
Mode
User Priority
Real-Time
Smart Priority
SW List(8)
Color Director 5
Audio Director 7
Photo Director 10
Power Director 17
msedge
POWERPNT.EXE
WINWORD.EXE
OUTLOOK.EXE
Priority List
Drag and drop to set the priority
4

MSI Center
High Performance
Apps Optimizer ON
Application Optimizer ON
Performance Optimizer
Battery Optimizer
Audio Optimizer
Application Optimizer
Other Optimizer
Mode
User Priority
Priority is Full
Cloud you like to remove the last one(WINWORD.EXE)?
Cancel
Delete
SW List(9)
Audio Director 7
Photo Director 10
Power Director 17
msedge
POWERPNT.EXE
WINWORD.EXE
OUTLOOK.EXE
EXCEL.EXE
Priority List
Drag and drop to set the priority
5

Other Optimizer

Go to MSI Center Pro [Optimization > Other Optimizer] and find [SSD Status].

Users may read the real-time status of the SSD storage, memory usage and temperature.

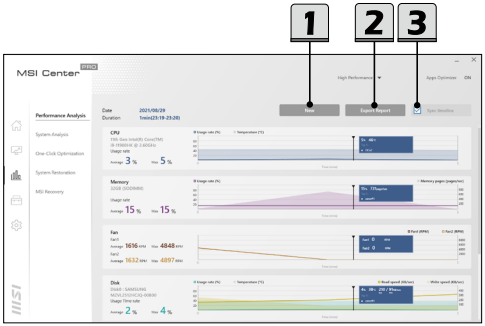
System Analysis

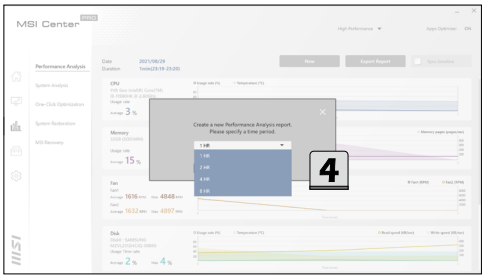
Within **System Analysis** category, there are 5 advanced functions included: Performance Analysis, System Analysis, One-Click Otimization, System Restoration and MSI Recovery.

Performance Analysis

Go to MSI Center Pro [System Analysis > Performance Analysis].

1. Users can click on [New] to select a period of time for MSI Center Pro calculate performance of the device.
2. Users can click on [Export Report] to export the current system analysis information data to a .png file.
3. Sync timeline: Use this function to focus on specific timeline.
4. Select a period of time from 1 hour to 8 hour to create a new Performance Analysis report.
5. The Performance Analysis report can be exported into png file.




MSI Center
Performance Analysis
System Analysis
One-Click Optimization
System Restoration
MSI Recovery
Date 2021/08/29
Duration 1mins (23:19 - 23:20)
New
Export Report
CPU
Memory
Fan
Disk
Create a new Performance Analysis report.
Please specify a time period.
1 HR
1 HR
2 HR
4 HR
8 HR
4

MSI Center
Performance Analysis
Date 2021/08/29
Duration 1mins (23:19 - 23:20)
CPU
Memory
Fan
5
Export

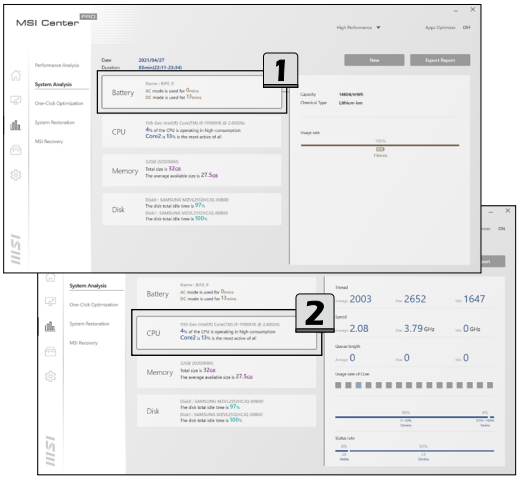
System Analysis

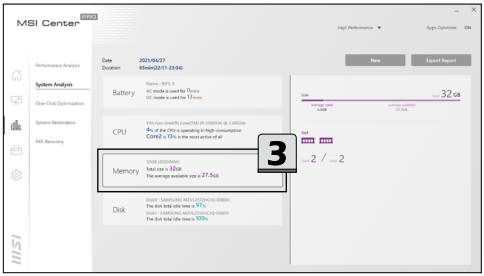
System Analysis allows users to create system analysis report with specify time period from minmum 1 hour to 8 hour. Users can export the report and saved.

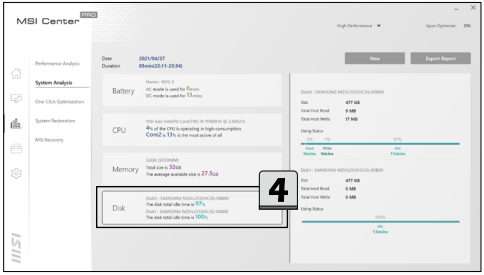
System Analysis Overview

Go to MSI Center Pro [System Analysis > System Analysis]
The System Analysis Report 4 function of the device including:

1. Battery
2. CPU
3. Memory
4. Dick




MSI Center
PRO
High Performance
Apps Optimizer
ON
Performance Analysis
System Analysis
One-Click Optimization
System Restoration
MSI Recovery
Date
2021/04/27
Duration
83min(22:11-23:34)
New
Export Report
Battery
CPU
Memory
Disk
3
Size
32 GB
Slot
2 / 2

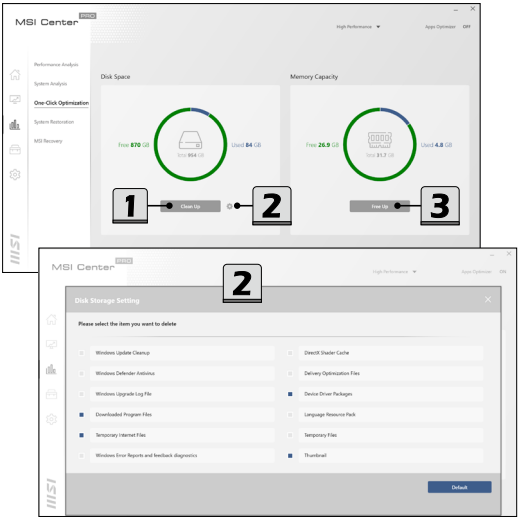

MSI Center
PRO
High Performance
Apps Optimizer
ON
Performance Analysis
System Analysis
One-Click Optimization
System Restoration
MSI Recovery
Date
2021/04/27
Duration
83min(22:11-23:34)
New
Export Report
Battery
CPU
Memory
Disk
4
Size
477 GB
Total Host Read
9 MB
Total Host Write
17 MB
Using Status
97%
100%

One-Click Optimization

One-Click Optimization allows users to refresh system resources manually or automatically with one-click to keep the storage properly with MSI Center Pro.

Go to MSI Center Pro [System Analysis > One-Click Optimization]

1. Click on [Clean Up] to refersh dick storagement.
2. Click on the gear icon to manually select section to be refreshed.
3. Click on [Free Up] to refersh memory storagement.

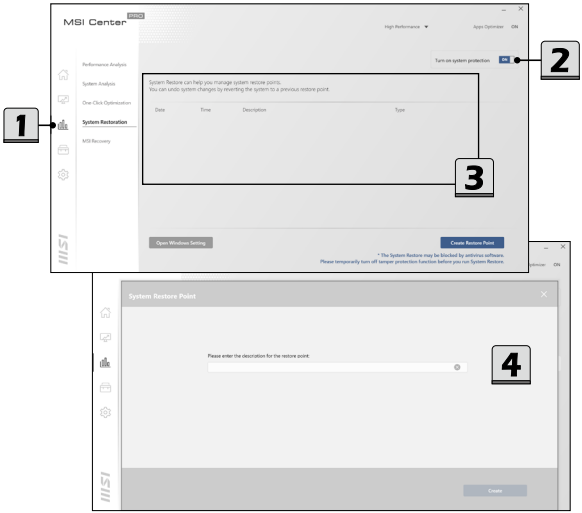


System Restoration

System Restore helps users to manage system restore points. Users are allowed to undo system changes by reverting the system to a previous restore point.

Interface Overview

1. Go to MSI Center [Support > System Restoration].
2. ON/OFF Switch: switch ON/OFF to enable/disable the system protection function.
3. Restore Point List: show all the restore points created by system from time to time.
4. Create Restore Point: click to create your own restore point.



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.

Be aware of backing up the important data to other storage devices before using this recovery function is a must.

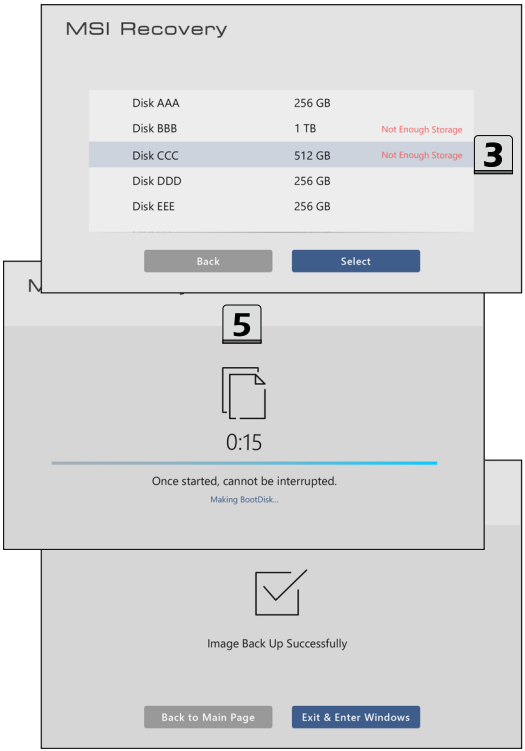
Go to WinPE to Use MSI Recovery

Go to MSI Center Pro [System Analysis > MSI Recovery].

Click [Start] and then [Yes] to enter MSI Recovery main page under WinPE.

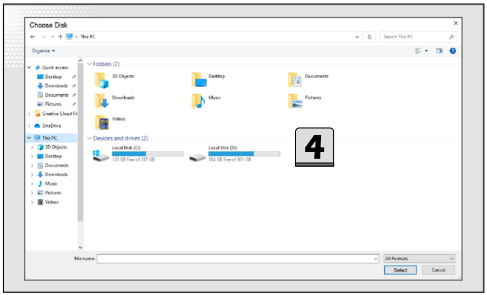
Create a MSI Rescue USB disk

1. To use MSI Recovery function for the very first time, it is a must to make a **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 while the system encountering problems booting to Windows. Select [Backup] to start making MSI Rescue USB disk.
2. Insert an USB flash disk with minimum capacity 32GB required.
   Click [Next] to continue.
3. Select the path of the inserted USB flash disk and then click [Select] to continue.
4. Be noted that making a **MSI Rescue USB disk**, the USB flash disk will be formated, all data will lost.
5. Follow the on-screen instructions to complete creating the **MSI Rescue USB disk**.
6. Keep the **MSI Rescue USB disk** properly, it will be used whenever you perform the Backup and Restore functions.


MSI Recovery
Disk AAA 256 GB
Disk BBB 1 TB Not Enough Storage
Disk CCC 512 GB Not Enough Storage
Disk DDD 256 GB
Disk EEE 256 GB
3
Back
Select
5
0:15
Once started, cannot be interrupted.
Making BootDisk...
Image Back Up Successfully
Back to Main Page
Exit & Enter Windows

Create a Customize Image Backup

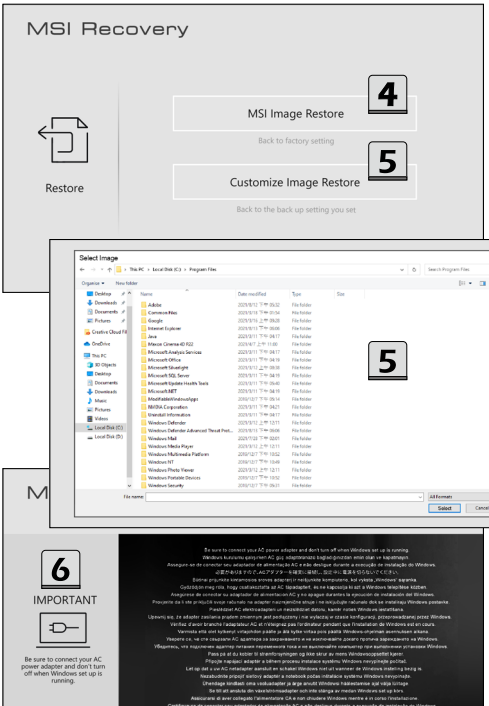
1. To make a Customize Image Backup, always be sure to have the **MSI Rescue USB disk** inserted to the notebook.
2. Insert another USB flash disk or connect a hard disk with available capacity required.
3. Select [Customize Image Backup] to continue.
4. Select the path of the inserted USB flash disk or the connected hard disk, then select [Select] to continue.
5. Follow the on-screen instructions to complete creating the Customize Image Backup in a *.wim file format.
6. Keep the backup file properly, it will be used while performing the Restore function.



Recovering the System

If the hard drive or the system encountered non-recoverable problems, it is recommended to proceed the MSI recovery function with the MSI Image Backup or Customize Image Backup which you 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 notebook.
3. Connect the storage drive, where you can find the Customize Image Backup *.wim file, to your notebook.
4. You may restore the system from MSI Image Backup to have the system restored back to the factory default settings.
5. Or, to restore the system from the Customize Image Backup by finding and selecting the *.wim file from the connected storage drive to have the system restored back to a specific point in time. Click [Select] to continue.
6. AC power is required while proceeding MSI Recovery function. Assure that the AC power is connected to the notebook before moving forward to the next step.
7. Always make sure that the important data has been backed up before continuing MSI Recovery process.
8. Follow the on-screen instructions to continue and complete MSI Recovery process.


MSI Recovery
4
MSI Image Restore
Back to factory setting
5
Customize Image Restore
Back to the back up setting you set
Restore
Select Image
5
6
IMPORTANT
Be sure to connect your AC power adapter and don't turn off when Windows set up is running.

MSI Recovery
0:15
Once started, cannot be interrupted.
D:\backupimgage.wim 2020.12.08 13:25:08
Resrore MSI image...

MSI Recovery
Restore Successfully
Restart System & enter Windows in 5s

Support

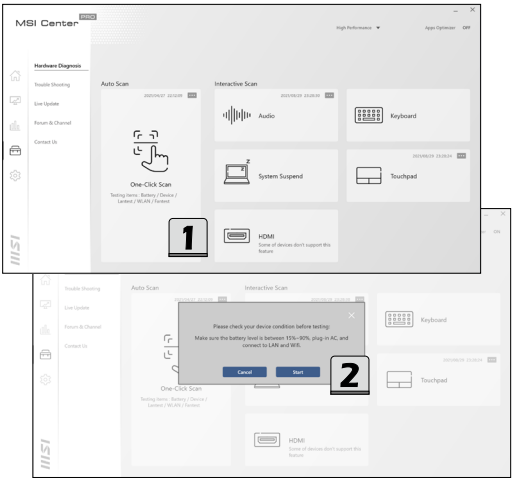
Within **Support** category, there are 5 advanced functions included: Hardware Diagnosis, Trouble Shooting, Live Update, Forum & Channel and Contact Us.

Hardware Diagnosis

Hardware Diagnosis provides testing module for users including One-Click Auto Scan and Interactive Scan.

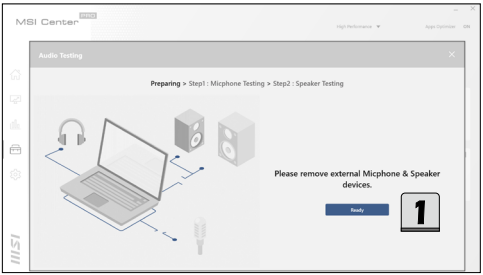
Auto Scan

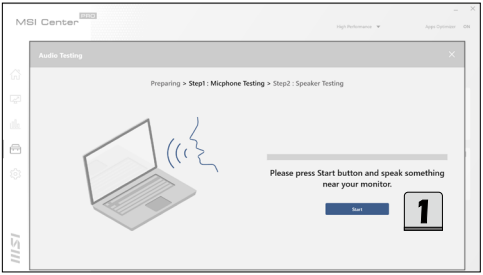
1. Users may distinguish the battery health status by the colors of the batter icon.
2. Select a suitable Battery modes for different usage.

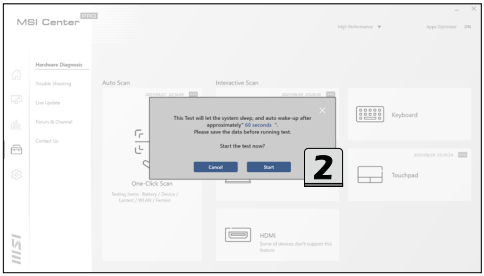


Interactive Scan

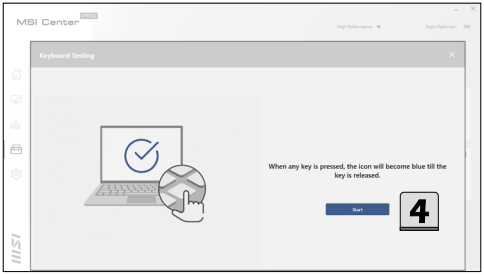
1. Users may do [Audio testing] by this section with Micphone and Speaker.
2. Users may want to have [System Suspend] which required sleep and wake-up after 60 seconds. Please do save the data before running test.
3. Users can test HDMI port on this device and follow the testing instruction.
4. Users can test Keyborad on this device and follow the testing instruction.
5. Users can test Touchpad on this device and follow the testing instruction.

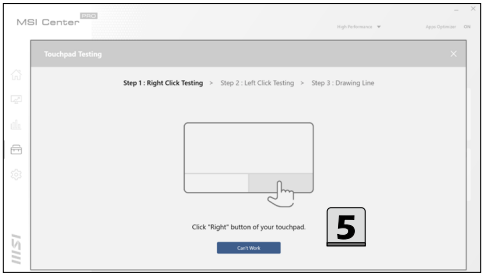





MSI Center
Hardware Diagnosis
Trouble Shooting
Live Update
Forum & Channel
Contact Us
Auto Scan
Interactive Scan
This Test will let the system sleep, and auto wake-up after approximately* 60 seconds *.
Please save the data before running test.
Start the test now?
Cancel
Start
2
Keyboard
Touchpad
One-Click Scan
HDMI
Some of devices don't support this feature

MSI Center
Hardware Diagnosis
Trouble Shooting
Live Update
Forum & Channel
Contact Us
Auto Scan
Interactive Scan
* Some of devices don't support this feature *
Please connect HDMI device.
If ready, press start button to test
Cancel
Start
3
Keyboard
Touchpad
One-Click Scan
HDMI
Some of devices don't support this feature


MSI Center
Keyboard Testing
When any key is pressed, the icon will become blue till the key is released.
Start
4


MSI Center
Touchpad Testing
Step 1 : Right Click Testing > Step 2 : Left Click Testing > Step 3 : Drawing Line
Click "Right" button of your touchpad.
Can't Work
5

Trouble Shooting

Trouble Shooting allows users to discover sloution for their device, including after-sales service, support article and knowledge base problem.

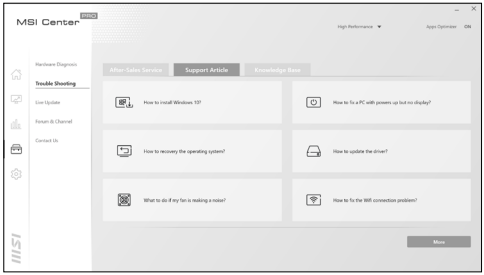
After-Sales Service

Go to MSI Center Pro [Support > Trouble Shooting]

1. Find out solutions to send your products to repair service of MSI.
2. Check out warranty of your MSI products.
3. Check out repair status of your MSI products.
4. Check out redeem promotional gifts of your MSI products.
5. Connect to After-Sales Service website for more solution.

Support Article

Go to MSI Center Pro [Support > Trouble Shooting] and find [Support Article].
Users may read the articles to find solutions with your device.



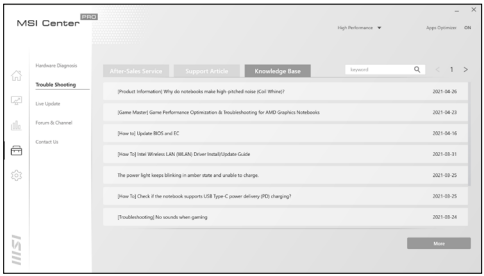
Knowledge Base

In Knowledge Base page, user can find a list of frequently asked questions and answers, giving them possible instructions to solve basic situations.

Go to MSI Center [Support > Trouble Shooting > Knowledge Base].

Users can search for related information by searching for the keywords in the search toolbar.

Users can also click on the right-most globe icon to visit MSI official FAQ website.



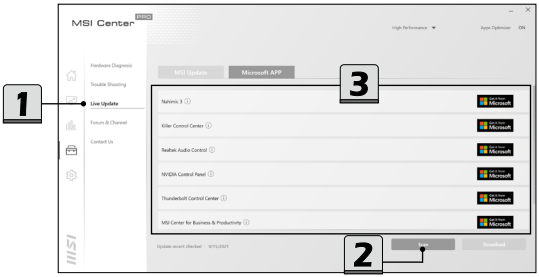
Live Update

MSI Update

1. Connect to internet, and go to MSI Center [Support > Live Update].
2. Move the mouse cursor to [Scan] icon, and click on it.
3. Live Update is capable to analyze the system automatically and give a list with every latest drivers and utilities available for updating.
4. Select a required driver or utility for updating, and then click [Download] to continue. Follow the on-screen instructions to complete the installation.
5. You may read the message [No internet connection. Please connect to the internet and retry], please check the internet connection.

Microsoft APP

1. Connect to internet, go to MSI Center [Support > Live Update].
2. Go to Micorsoft app and click [Scan] icon, users will get a list with compatible utilities.
3. Select a desired utility, and then click on the Micorsoft icon. Follow the on-Screen instructions to continue.



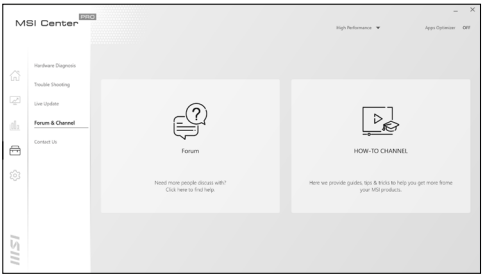
Forum & Channel

Forum

Connect to internet and go to MSI Center Pro [Support > Forum & Channel].
Users may connect to MSI Global Forum website.

How-to Channel

Connect to internet and go to MSI Center Pro [Support > Forum & Channel].
Users may connect to MSI HOW-TO channel on Youtube.



Contact Us

1. Web Ticket

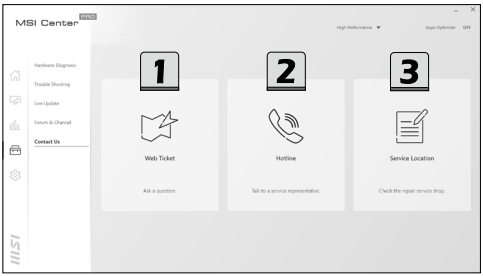
Connect to internet and go to MSI Center Pro [Support > Contact Us].
Users could link to MSI Member Center website.

2. Hotline

Connect to internet and go to MSI Center Pro [Support > Contact Us].
Users could find the MSI's Service Location in your area and connect to talk to representatives for direct support.

3. Service Location

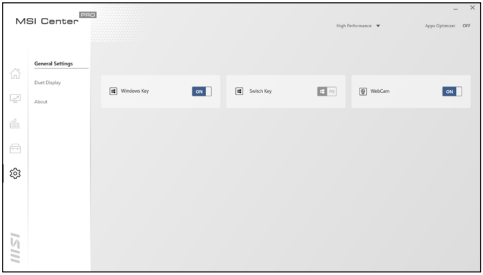
Connect to internet and go to MSI Center Pro [Support > Contact Us].
Users could find the MSI's Service Location in your area on the website.



1
PRODUCTS
ODM SOLUTIONS
COMMUNITY
WHAT'S NEW
SUPPORT
Search
Welcome to MSI Member Center
Not a MSI Member Yet?
Become MSI member to follow latest promotions and support updates.
Create an account
Membership Benefits
Warranty Registration
Exclusive updates on promotions and events
Quicker service and product support
View your current registered MSI products
Upgrade your member benefits by opt-in MSI Reward Program and enjoy more exclusive rewards!
Join Now
Sign in MSI Account
Please enter your registered account to sign in MSI member center!
Email
Password
27 + 8 =
Reformat
You need to calculate the answer X + Y = ?
Sign in
2
MSI Center
Hotline
Quick Assist
Talk to one of our representatives to receive direct support
Location
-select-
-select-
Asia
Central / South America
Europe
North America
Oceania
Please choose the location to get more information.
3
MSI Center
Service Location
Check the repair service shop.
Product
Laptops
Item
Continent
Location
City
Search
Note:Please enquire with the original shops.
NOTEBOOKS ALMAGRO
City:Buenos Aires
Address:Av. Corrientes 4506 Piso 3 OF 28 - CP 1194 - Almagro Argentina
Tel(Repair):1153962799
Working Hours:Mon-Fri 9:00AM - 5:00AM PST
Note:Please enquire with the original shops.
MSI EMEA Customer Care Center (MSI Polska Sp. z o.o.)
City:Bielany Wrocławskie
Address:Prologis Park Wrocław,Magazynowa 1, Bielany Wrocławskie,55-040 , Poland
Working Hours:8:00-16:00 local time

Setting

Within **Setting** category, users are allowed to make settings by using the ON/OFF switch. Follow the on-screen instructions to continue.



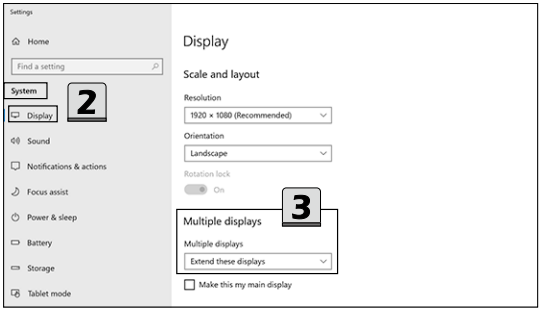
Duet Display

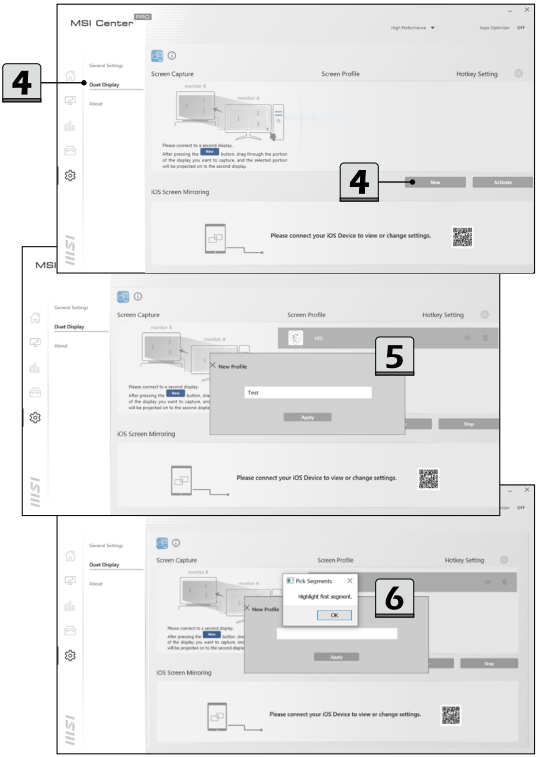
＊Optionally supported for selected models

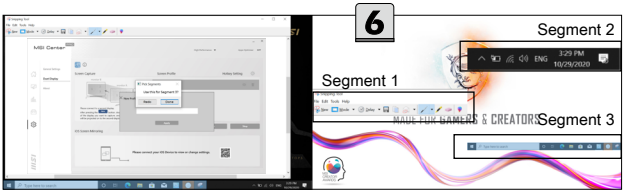
With this function, Duet Display, you may extend the screen across multiple monitors or turn your iOS devices into a second display.

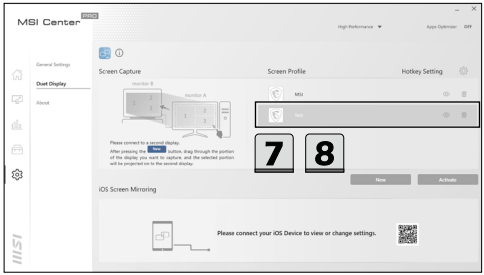
How to use Screen Capture

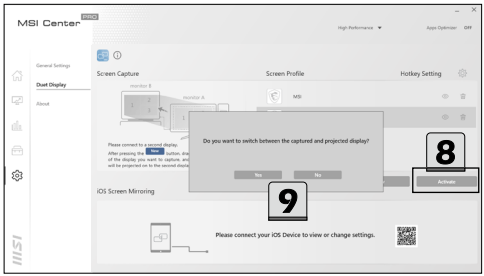
1. Connect a second display.
2. Go to Windows [Start > System > Display] and find Multiple displays option.
3. The system will detect automatically if there is a second monitor connected. Select [Extend] under Multiple displays option.
4. Go to MSI Center Pro [Setting > Duet Display]. To make a screen profile, move the mouse cursor to [New] and click on it.
5. Give a name to the New Profile.
6. To pick segments of the display for the new Profile, use mouse to drag and snip maximum 3 segments, and then click [Done] to finish.
7. A new profile added successfully.
8. Select and activate a profile under Screen Profile option by double clicking the profile.
9. Click [Yes] or [No] to decide switching between captured and projected display.




MSI Center
General Settings
Dual Display
About
Screen Capture
Screen Profile
Hotkey Setting
monitor B
monitor A
Please connect to a second display.
New
iOS Screen Mirroring
Please connect your iOS Device to view or change settings.
4
Activate
5
New Profile
Test
Apply
Stop
6
Pick Segments
Highlight first segment.
OK


6
Segment 2
Segment 1
Segment 3
MADE FOR GAMERS & CREATORS
ENG
3:29 PM
10/29/2020


MSI Center
PRO
High Performance
Apps Optimizer
OFF
General Settings
Dust Display
About
Screen Capture
Screen Profile
Hotkey Setting
monitor B
monitor A
MSI
New
Please connect to a second display.
After pressing the New button, drag through the portion of the display you want to capture, and the selected portion will be projected on to the second display.
7
8
New
Activate
iOS Screen Mirroring
Please connect your iOS Device to view or change settings.


MSI Center
PRO
High Performance
Apps Optimizer
OFF
General Settings
Dust Display
About
Screen Capture
Screen Profile
Hotkey Setting
monitor B
monitor A
MSI
Do you want to switch between the captured and projected display?
Yes
No
8
Activate
9
iOS Screen Mirroring
Please connect your iOS Device to view or change settings.

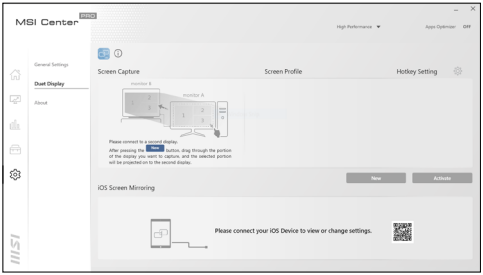
How to use iOS Screen Mirroring

* This function is only available with iOS devices connected.

Before using this function, find and download [duet coach] from Apple App Store.

Duet Coach is capable to turn your iPad or iPhone into a high performance display to mirror your MSI PC. Once an iOS device is connected to the notebook, users will be able to interact to the notebook by using fingers or stylus through the iOS multi-touch display.

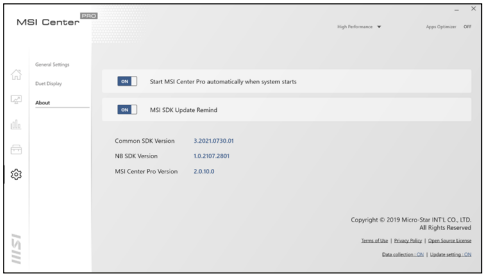
Please connect your iOS device to MSI notebook with an Apple Certified Charging Cable and activate MSI Center to get Duet Coach support. Follow the on-screen instructions to continue.



About

Provide information about SDK and MSI Center Pro version.

Recommend to start MSI Center Pro automatically.
Recommend to start MSI SDK update remind automatically.



MSI.COM

SUPPORT

SOCIAL MEDIA