



# USER GUIDE

---

# MSI CENTER Pro

NOTEBOOK

---

# Content

<b>Introduction</b>	<b>5</b>
<b>Home</b>	<b>5</b>
System Information	5
Registration	6
Create an Account	6
Product Registration	7
History	9
Category	9
<b>Get Started</b>	<b>10</b>
<b>Optimization</b>	<b>11</b>
Performance Optimizer	11
How to Use User Scenario	11
Battery Optimizer	12
Battery Master	12
Battery Calibration	13
Audio Optimizer	16
How to Make Noise Cancel Take Effect	16
Application Optimizer	17
Interface Overview	17
Add and Edit the SW List	18
How to Use Application Optimizer	19
Other Optimizer	22
<b>System Analysis</b>	<b>23</b>
Performance Analysis	23
System Analysis	25
System Analysis Overview	25
One-Click Optimization	27
System Restoration	28
Interface Overview	28

---

MSI Recovery .....	29
Go to WinPE to Use MSI Recovery .....	29
Create a MSI Rescue USB disk .....	30
Create a Customize Image Backup.....	33
Recovering the System .....	34
<b>Support.....</b>	<b>37</b>
Hardware Diagnosis.....	37
Trouble Shooting.....	40
After-Sales Service.....	40
Support Article.....	41
Knowledge Base .....	41
Live Update .....	42
MSI Update .....	42
Microsoft APP.....	43
Forum & Channel .....	44
Forum.....	44
How-to Channel.....	44
Contact Us.....	45
1. Web Ticket .....	45
2. Hotline .....	45
3. Service Location.....	45
<b>Setting .....</b>	<b>47</b>
Duet Display .....	48
How to use Screen Capture .....	48
How to use iOS Screen Mirroring.....	51
About .....	52

---

# 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.

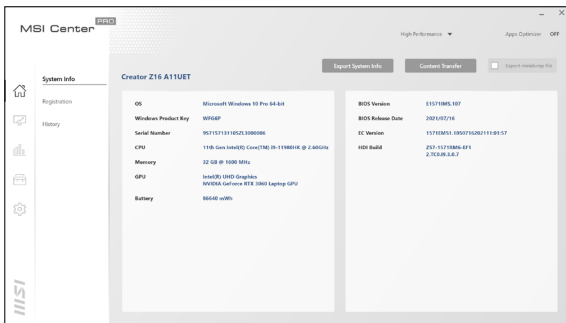
Be noted that MSI Center Pro is only available for MSI Business and Productivity series with 11th Gen Intel® Core™ and 4th Gen AMD® Ryzen processors.

## Home

### System Information

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

---

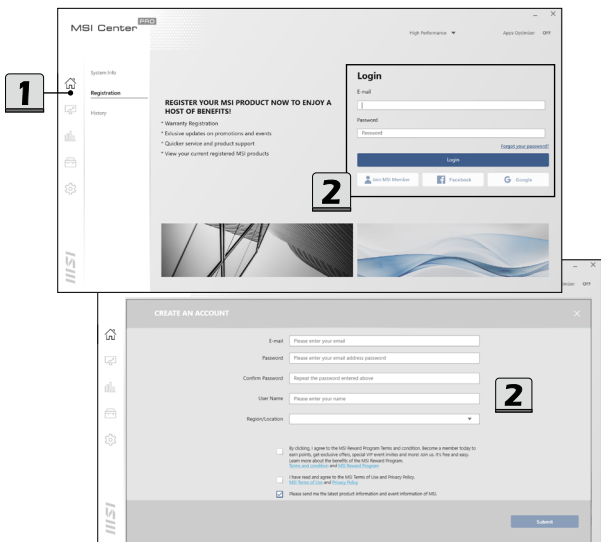


## Registration

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.



---

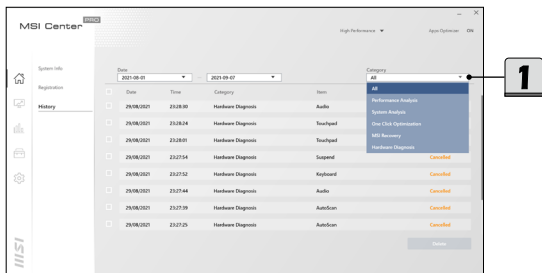
## History

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.

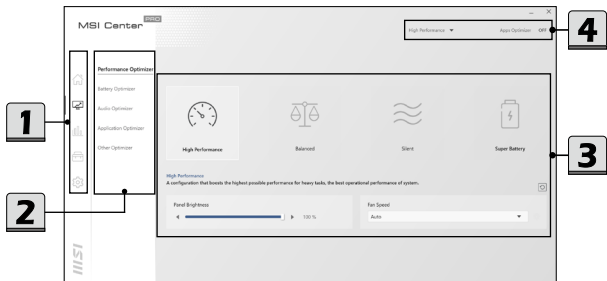
**3. Operating area**

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

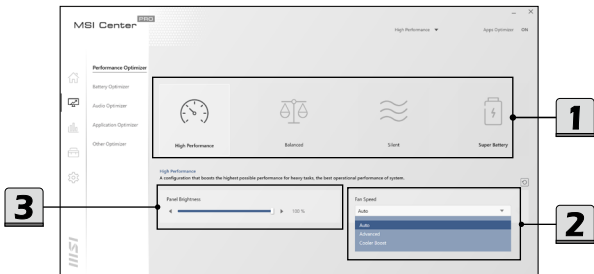
Within **Optimization** category, there are 5 advanced functions included: Performance Optimizer, Battery Optimizer, Audio Optimizer, Application Optimizer, and Other Optimizer.

### 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].
- 



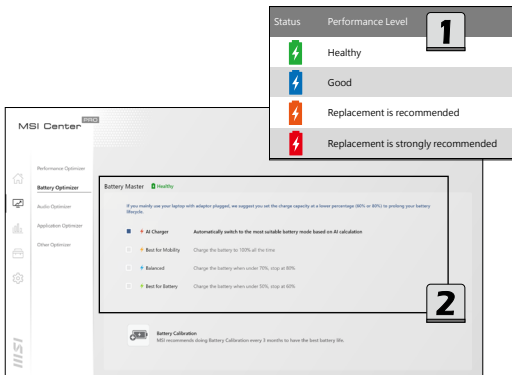
---

# 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%.
- 

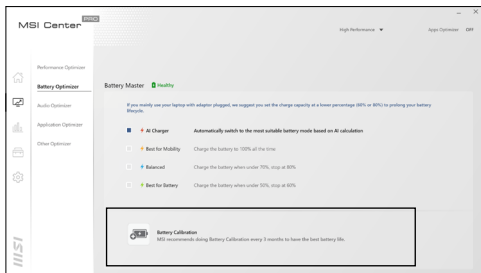


---

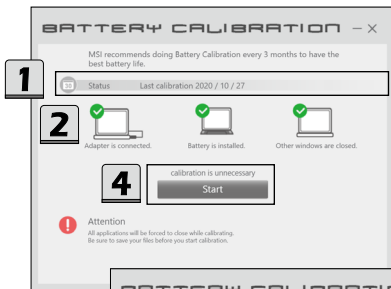
## Battery Calibration

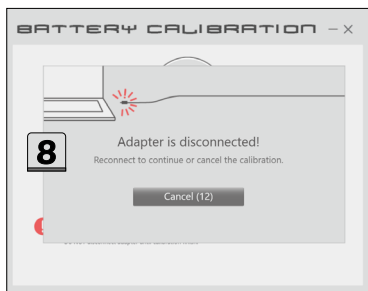
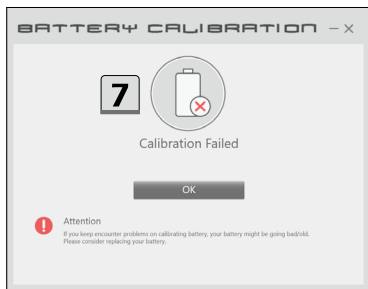
Go to MSI Center Pro [Support > System Diagnostics] and find [Battery Calibration](#) under Batter Master. Click on the [Battery Calibration] icon.

---



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.





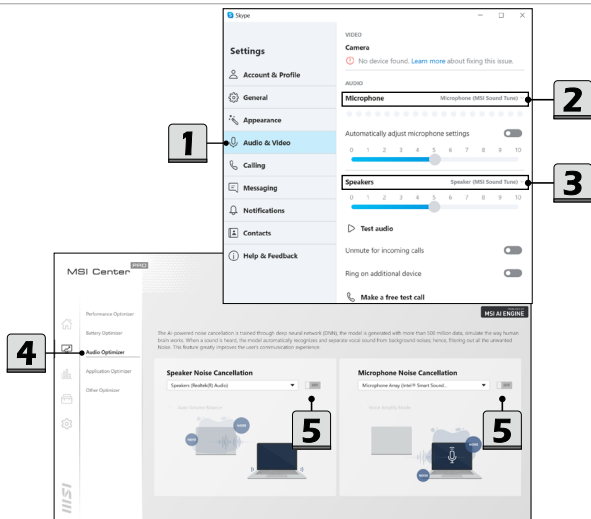
## Audio Optimizer

\* 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 improves 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].



---

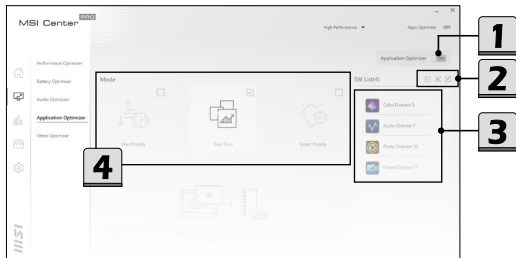
## Application Optimizer

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]

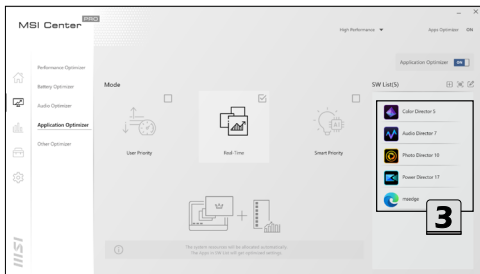
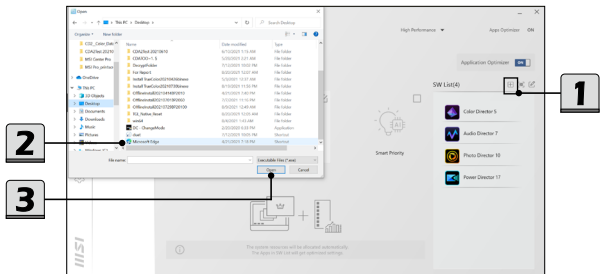
1. ON/OFF switch of Application Optimizer
  2. Tools (from left to right)
    - Add : add a new Apps into SW List.
    - Refresh: refresh the SW list to get the latest list.
    - Edit: edit the SW List.
  3. SW List: in addition to default Apps included, users may also add other Apps into this list.
  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.
- 

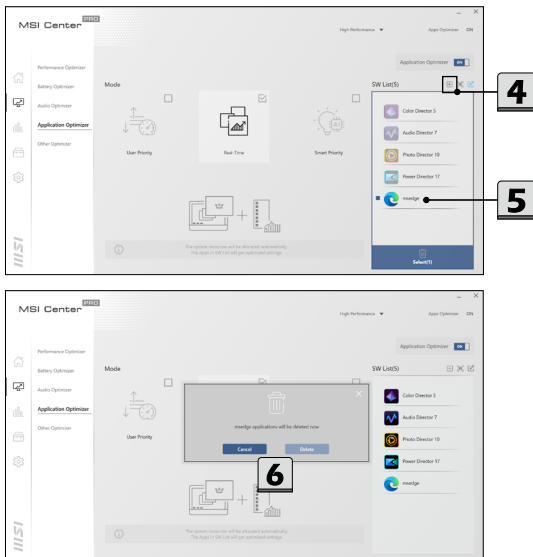




## Add and Edit the SW List

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.



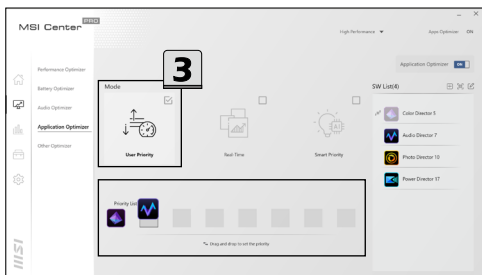
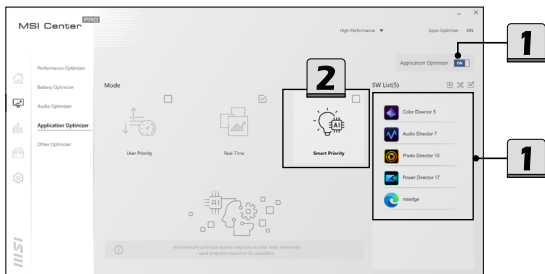


## **How to Use Application Optimizer**

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.





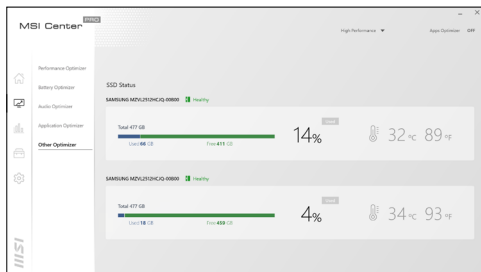
---

## 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

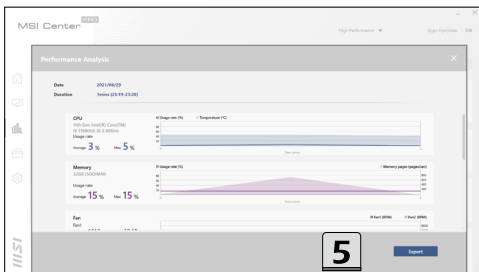
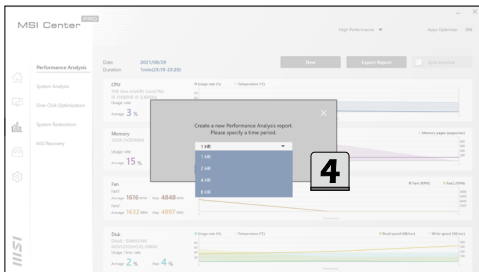
Within **System Analysis** category, there are 5 advanced functions included: Performance Analysis, System Analysis, One-Click Optimization, System Restoration and MSI Recovery.

## 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.
- 





# System Analysis

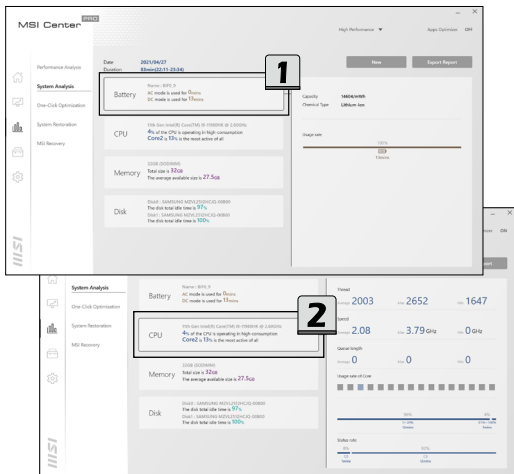
System Analysis allows users to create system analysis report with specify time period from minimum 1 hour to 8 hour. Users can export the report and saved.

## System Analysis Overview

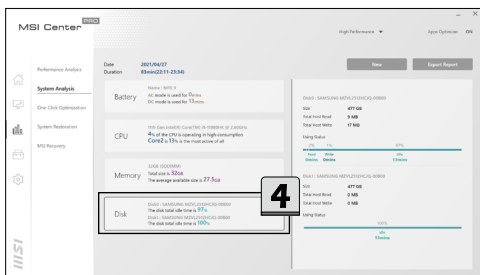
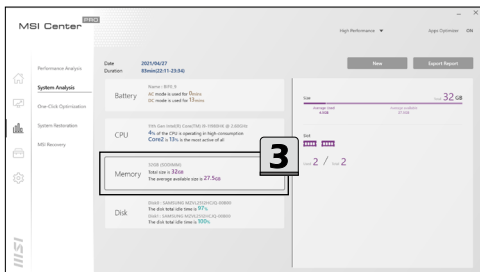
Go to MSI Center Pro [System Analysis > System Analysis]

The System Analysis Report 4 function of the device including:

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







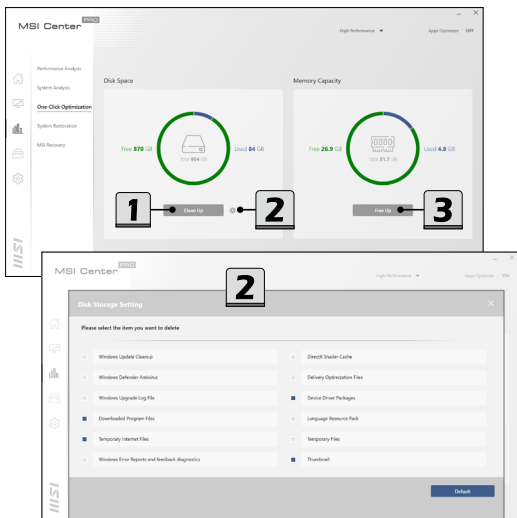
---

## 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 refresh disk storage.
  2. Click on the gear icon to manually select section to be refreshed.
  3. Click on [Free Up] to refresh memory storage.
- 



---

## 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 formatted, 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, 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

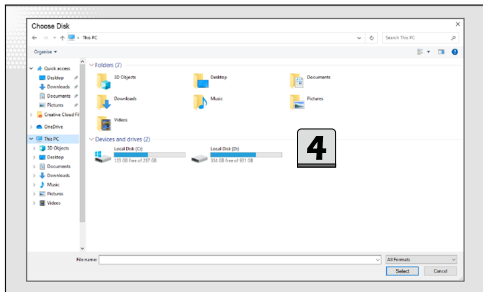
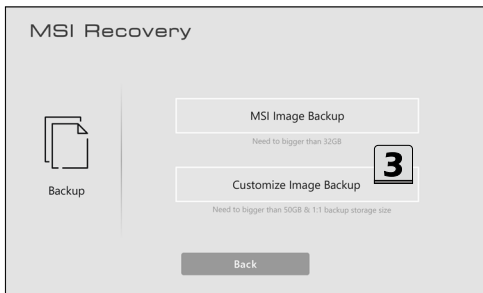
Back to Main Page

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



Restore

MSI Image Restore

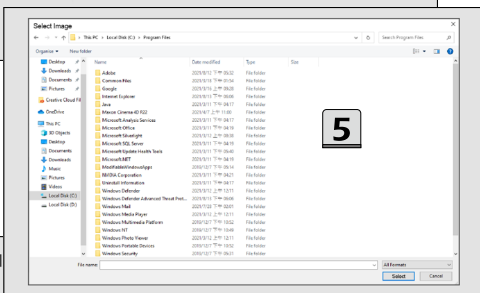
Back to factory setting

Customize Image Restore

Back to the backup setting you set

4

5



5

6

IMPORTANT



Be sure to connect your AC power adapter and don't turn off when Windows set up is running.

Be sure to connect your AC power adapter and don't turn off when Windows set up is running. Windows kullumise ajaksel AC juhtsüsteemi tagatamiseks võite olla vea tagamiseks.

Assaagu vea de korrigeerimiseks, adapterite ja adapterite AC vabadeks seadimiseks ja arvutitega seadimiseks on Windows.

確保電源充足，切勿關閉電源。確保系統運行時，電源適配器始終連接，以確保 Windows 安裝。

Esimeste probleemide korraldamiseks võite otsustada arvuti ja võrgu seadimise, arvuti ja võrgu seadimise.

Одним из первых шагов настройки ПК является подключение адаптера питания Windows и установка адаптера питания. Убедитесь, что адаптер питания подключен и не отключается во время установки Windows.

Assaagu vea de korrigeerimiseks, adapterite ja adapterite AC vabadeks seadimiseks ja arvutitega seadimiseks on Windows.

確保電源充足，切勿關閉電源。確保系統運行時，電源適配器始終連接，以確保 Windows 安裝。

Esimeste probleemide korraldamiseks võite otsustada arvuti ja võrgu seadimise, arvuti ja võrgu seadimise.

Одним из первых шагов настройки ПК является подключение адаптера питания Windows и установка адаптера питания. Убедитесь, что адаптер питания подключен и не отключается во время установки Windows.

Assaagu vea de korrigeerimiseks, adapterite ja adapterite AC vabadeks seadimiseks ja arvutitega seadimiseks on Windows.

確保電源充足，切勿關閉電源。確保系統運行時，電源適配器始終連接，以確保 Windows 安裝。

Esimeste probleemide korraldamiseks võite otsustada arvuti ja võrgu seadimise, arvuti ja võrgu seadimise.

Одним из первых шагов настройки ПК является подключение адаптера питания Windows и установка адаптера питания. Убедитесь, что адаптер питания подключен и не отключается во время установки Windows.

---

---

## MSI Recovery



0:15

Once started, cannot be interrupted.

D:\backupimage.wim 2020.12.08 13:25:08

[Restore MSI image...](#)

## MSI Recovery



Restore Successfully

[Restart System & enter Windows in 5s](#)

---

# Support

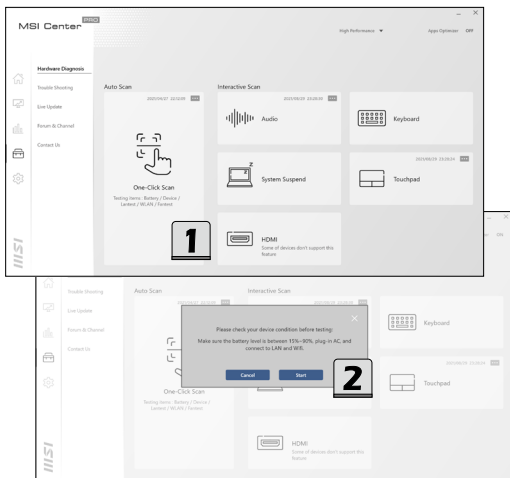
Within **Support** category, there are 5 advanced functions included: Hardware Diagnosis, Trouble Shooting, Live Update, Forum & Channel and Contact Us.

## Hardware Diagnosis

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

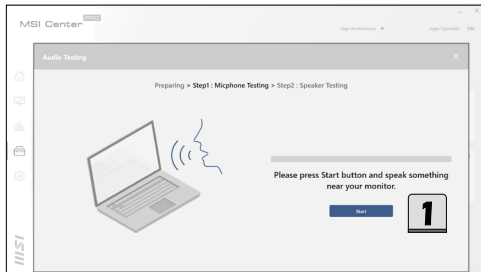
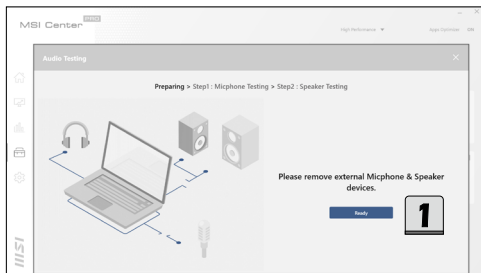
### Auto Scan

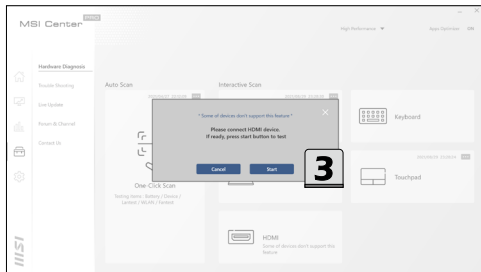
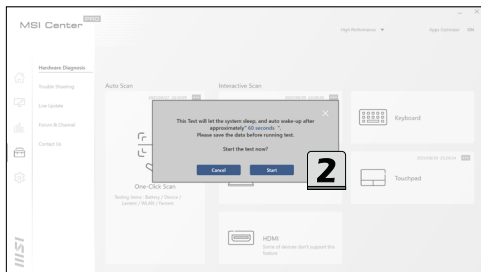
1. Users may distinguish the battery health status by the colors of the batter icon.
  2. Select a suitable Battery modes for different usage.
- 

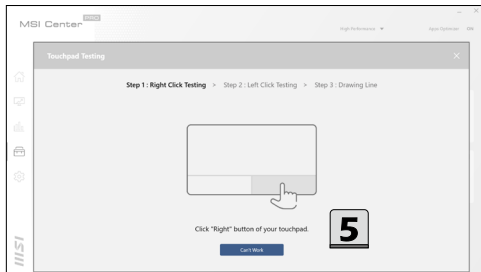
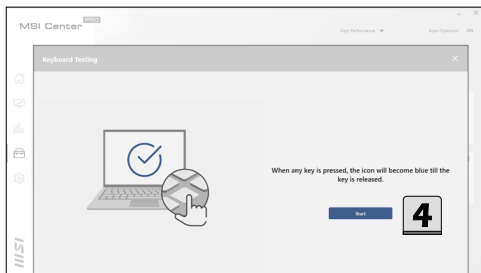


## **Interactive Scan**

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 Keyboard on this device and follow the testing instruction.
5. Users can test Touchpad on this device and follow the testing instruction.







---

## Trouble Shooting

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

### **After-Sales Service**

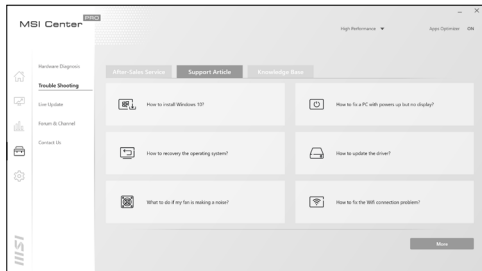
Go to MSI Center Pro [Support > Trouble Shooting]

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.



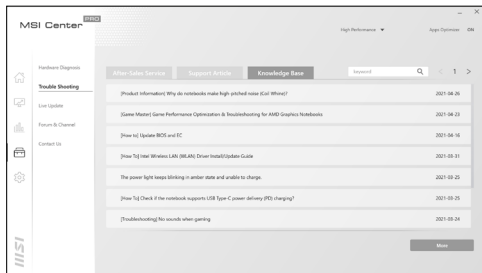
## Knowledge Base

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.



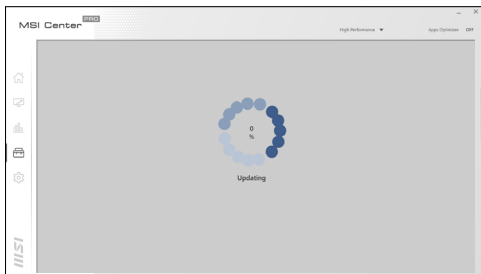
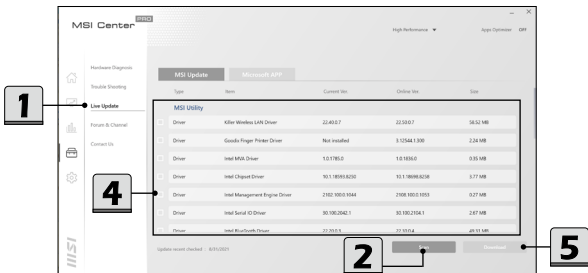


---

## Live Update

### MSI Update

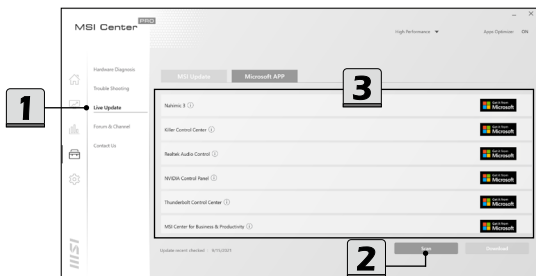
1. Connect to internet, and go to MSI Center [Support > Live Update].
  2. Move the mouse cursor to [Scan] icon, and click on it.
  3. Live Update is capable to analyze the system automatically and give a list with every latest drivers and utilities available for updating.
  4. Select a required driver 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 Microsoft app and click [Scan] icon, users will get a list with compatible utilities.
  3. Select a desired utility, and then click on the Microsoft icon. Follow the on-Screen instructions to continue.
- 



---

## Forum & Channel

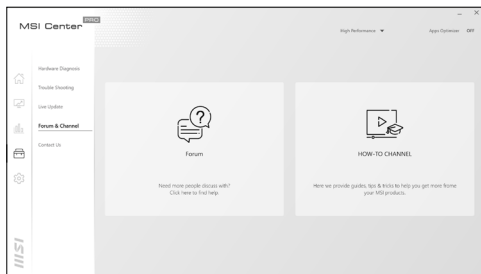
### **Forum**

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.

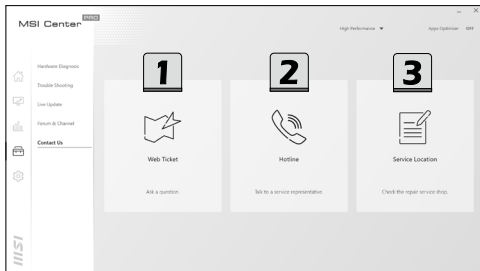
### 2. Hotline

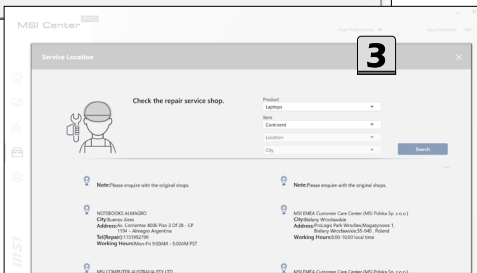
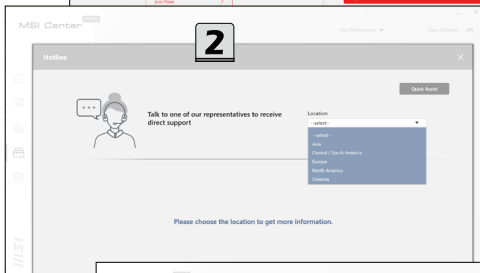
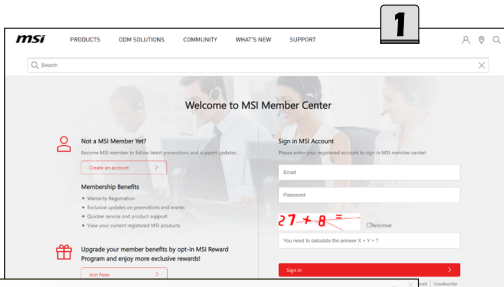
Connect to internet and go to MSI Center Pro [Support > Contact Us].  
Users could find the MSI's Service Location in your area and connect to talk to representatives for direct support.

### 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.

---



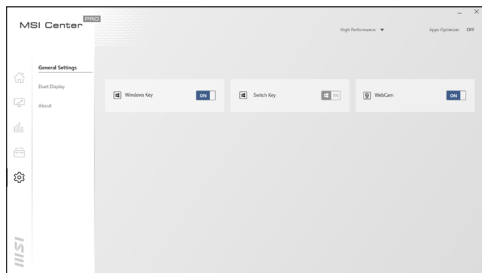


---

## Setting

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

---



---

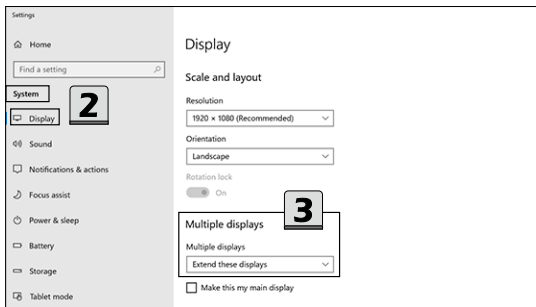
## Duet Display

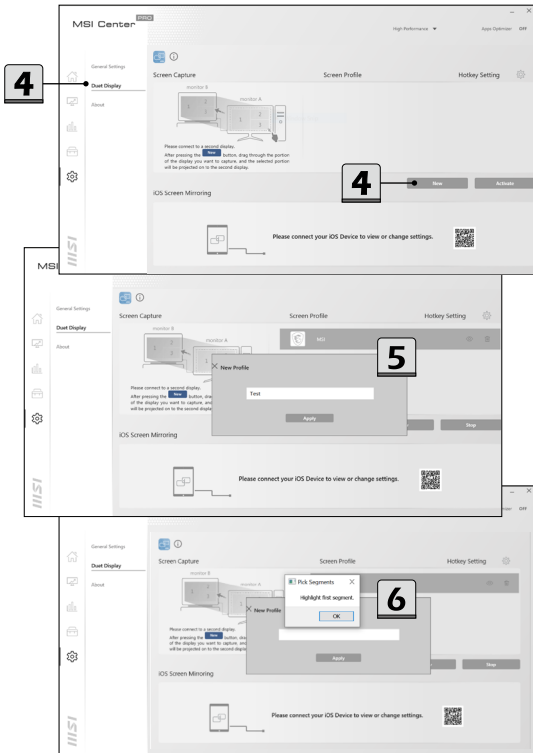
\* Optionally supported for selected models

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

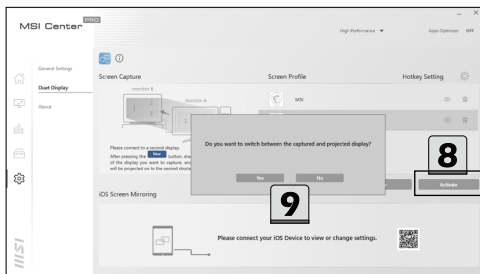
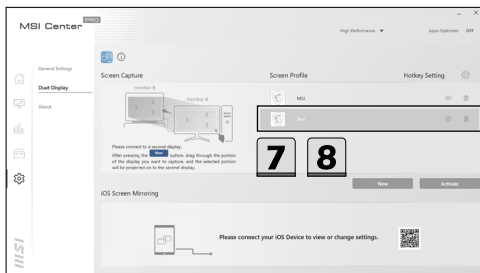
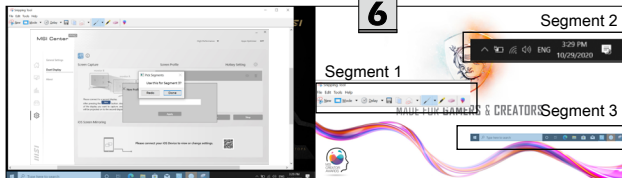
### How to use Screen Capture

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.
- 









---

## How to use iOS Screen Mirroring

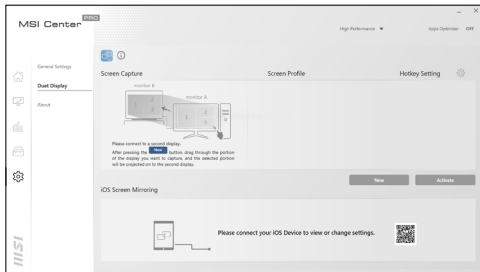
\* This function is only available with iOS devices connected.

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.

---



---

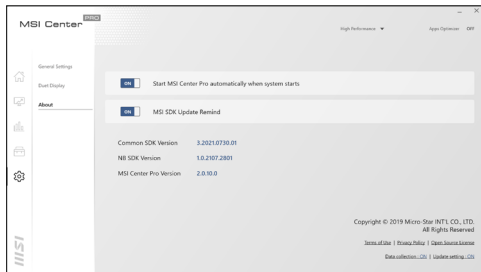
## About

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***<sup>®</sup>



MSI.COM



SUPPORT



SOCIAL MEDIA