

PRO Series

LCD Monitor

PRO MP242PMG (3PD8)

PRO MP242PMGDE (3PD8)

PRO MP272PMG (3PD9)

PRO MP272PMGDE (3PD9)

Service Guide

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Revision

V1.0, 2024/09

How to Use this Service Guide

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

Safety Instructions

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

Power

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

Environment

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

Conditional Warranty Service

MSI provides a conditional warranty service for selected models. Please visit <u>MSI</u> <u>Member Center</u> or futher 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.

Publicly Available Service Information

Service Information	Section
Disassembly instructions including identifying the required tools.	Product Components and Accessories Recommended Tools
Exploded diagram of parts.	Product Components and Accessories
List of spare parts including manufacturer- approved spare parts and how to obtain them.	Product Upgradeability and Repairability
Maintenance procedures or guidance on where to obtain the procedures.	Monitor Support OSD Setup
Troubleshooting instructions, software diagnostic tools, troubleshooting videos or other troubleshooting guidance.	Troubleshooting
Instructions on how to obtain software updates (not applicable to display products).	N/A
Instructions on how the user can remove personal data. If the instructions require destruction of the storage, instructions to replace the storage shall be provided (not applicable to display products).	N/A

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



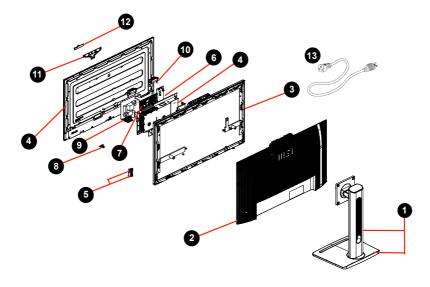


Product Components and Accessorie



1mportant

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. <u>Stand</u> 8. <u>LED Board</u>
- 2. <u>Rear Cover</u> 9. <u>Power Board</u>
- 3. Middle frame 10. Speakers
- 4. <u>LCD Panel & Shielding Cover</u> 11. <u>BKT-Webcam</u>
- 5. Navi Board & Navi Key 12. Webcam Module
- 6. *USB Board* 13. Power Code
- 7. Mainboard

Product Upgradeability and Repairability

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

For replacement, repair, or upgrade methods, please refer to the *hyperlinks* in the table below.

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

Recommended Tools

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

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

Screw List

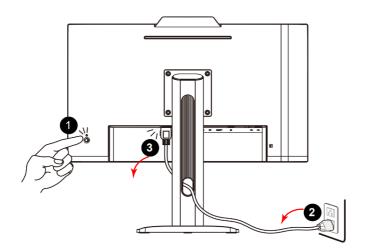
Please refer to the screw list below while proceeding the disassembly and assembly of the computer.

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

Component	Screw Type	Quantity
LCD Panel (PRO MP242PMG, PRO MP242PMGDE)	M3*4	11
LCD Panel (PRO MP272PMG, PRO MP272PMGDE)	M3*4	13
Dawie Dawid	M3*6	2
Power Board	M4*6	1
Shielding Cover	M3*4	2
Mainboard	M3*6	4
Navi Board	Q3*5	3
USB Board	M3*6	1
USB BKT	M3*4	1
DP&HDMI Connector	M3*6	2
Webcam Module	M3*5	2
Stand	M4*10	4

Preparation for Disassembly

- 1. Power off the monitor and your computer.
- 2. Disconnect the power cords of your monitor and PC from the electrical outlet.
- **3.** Disconnect the all cables power cord from the monitor.



Important

- Disconnect all power sources and place the monitor on a steady surface before disassembly/assembly.
- When unplugging the power cord, always hold the connector part of the cord. Never pull the cord directly.
- Do not place the monitor 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 electrostatic-sensitive components.
- Handle the display panel with extra care as it is fragile and could break.
- Do not perform any maintenance with wet hands.
- After assembly, ensure that all screws are replaced and no stray screws remain inside the monitor.

Stand

Stand Disassembly

- 1. Place the monitor face down on a steady, protected surface.
- 2. Locate and remove the screws that secure the stand with a cross-head screwdriver 1.
- 3. Lift up and remove the stand 2 from the monitor.



Stand Assembly

- **1.** Place the monitor face down on a steady, protected surface.
- 2. Align the screw holes on the stand with the screw holes on the rear cover.
- 3. Replace and fasten the screws with a cross-head screwdriver 1 to secure the stand 2.



Rear Cover

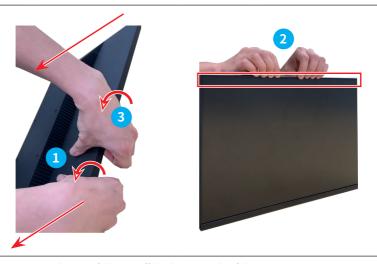
Rear Cover Disassembly

 Place your thumbs on the rear cover 1, and other fingers 2 against the front bezel. Press down your thumbs 3 to open top, left and right side of the rear cover



Important

• Avoid finger pressure on the screen surface, it may damage the display.



2. Use a pry tool to carefully pry off the bottom side of the rear cover.



3. Gently lift the rear cover up **4** and be careful when disconnecting speaker cables **5**.



4. Remove Navi board screws with a cross-head screwdriver. Gently deroute and remove the Navi board **6** from the rear cover to finish.



Rear Cover Assembly

1. Insert Navi board to start assembling the rear cover, secure screws with a cross-head screwdriver to finish 1.



2. Connect the LED board cable 2 and Navi board cable 3 to the mainboard carefully, then close the rear cover 4.



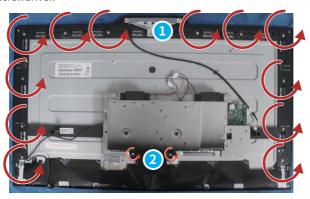
3. Align the tabs on the rear cover with the slots 5. Gently push the rear cover downwards 6 to finish.



LCD Panel & Shielding Cover

LCD Panel & Shielding Cover Disassembly

 Remove middle frame screws 1 and shielding cover screws 2 with a crosshead screwdriver.



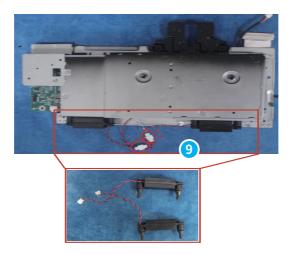
Disconnect the Panel cable 3 and webcam module cable 4. Remove the screws with a cross-head screwdriver to remove the webcam module 5.
 Remove the LED board 6. Remove the shielding cover 7.



3. Separate the LCD panel and middle frame 8.



4. Remove the speakers **9**.

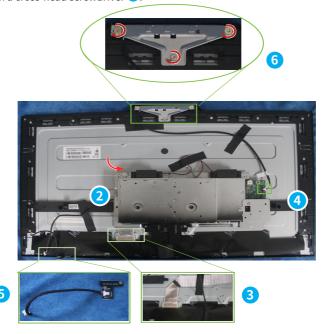


LCD Panel & Shielding Cover Assembly

1. Follw the <u>Speaker Assembly</u> to install the speakers 1.



2. Put on the shielding cover 2. Connect the panel signal 3 cable and webcam module cable 4. Insert the LED board 5. Secure the screws of webcam module with a cross-head screwdriver 6.



3. Align the LCD panel and middle frame **7**.



4. Secure the shielding cover screws 8 and middle frame screws 9 with a crosshead screwdriver to complete.

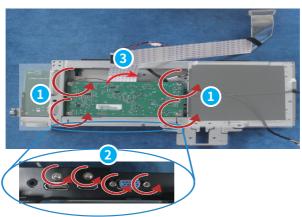


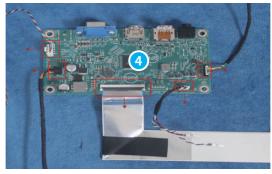
Mainboard



Mainboard Disassembly

1. Locate the main board, remove screws 1 2 with a cross-head screw driver, flip it over 3 and disconnect the cables 4 to finish.

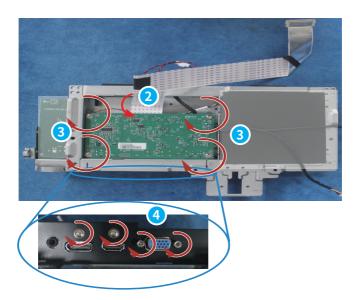




Mainboard Assembly

1. Connect the cables 1 to mainboard . Flip the mainboard over 2. Secure the screws 3 4 with a cross-head screwdriver to finish.



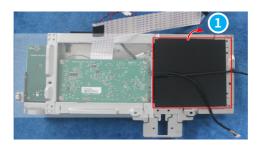


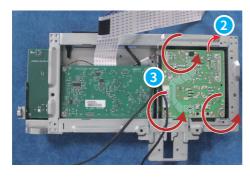
Power Board

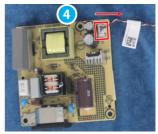


Power Board Disassembly

1. Locate the power board, remove the mylar 1. Remove screws 2 with a cross-head screwdriver, flip it over 3 and disconnect the cables 4 to finish.



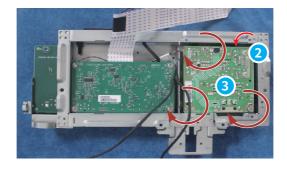




Power Board Assembly

1. Connect the cable to power board 1. Flip the power board over 2. Secure the screws 3 with a cross-head screwdriver. Paste the mylar to finish 4.







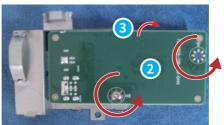
USB Board



USB Board Disassembly

Remove the screws 1 2 with a cross-head screwdriver. Take out the USB board
 to finish.







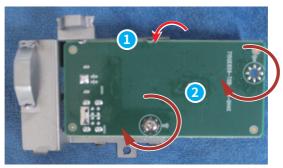


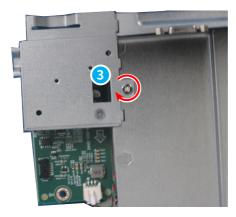
USB Board Assembly

1. Align the USB board and the holder 1. Secure the screws 2 3 with a crosshead screwdriver to finish.









Navi Board & Navi Key



Navi Board & Navi Key Disassembly

1. Remove the screws 1 with a cross-head screwdriver. Take out the Navi board 2.



2. Remove the Navi key 3 to finish.







Navi Board & Navi Key Assembly

1. Insert the Navi key 1.



2. Align and replace the Navi board 2 to rear cover. Secure the screws 3 with a cross-head screwdriver to finish.



LED Board

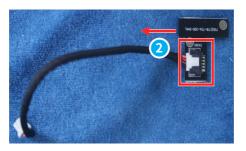


LED Board Disassembly

1. Take out the LED board 1.

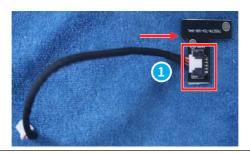


2. Disconnet the cable 2 to finish.



LED Board Assembly

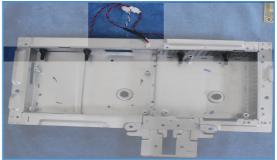
1. Connect the cable to LED board 1.



2. Align the LED board 2 to finish.

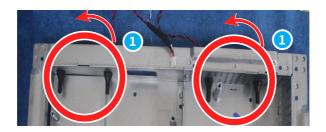


Speakers

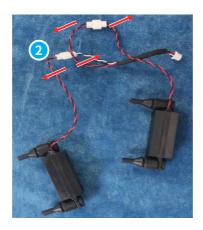


Speaker Disassembly

1. Locate speakers. Disassemble the speakers from main frame $oldsymbol{1}$.

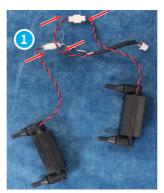


2. Carefully disconnect the speaker cables 2.

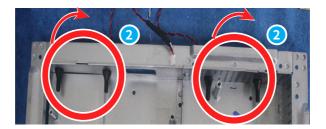


Speaker Assembly

1. Connect the speaker cables 1.



2. Align the speakers to main frame 2.



Webcam Module & BTK Webcam

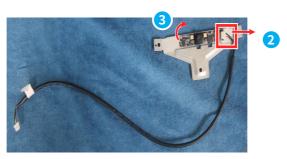


Webcam Module Disassembly

1. Remove the screws 1 with a cross-head screwdriver.



2. Disconnect the webcam module cable 2. Carefully separate webcam module from BKT webcam 3 to finish.

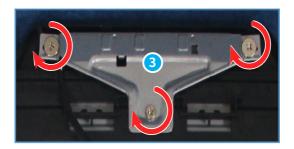


Webcam Module Assembly

1. Connect the webcam module cable 1. Align the webcam module to BKT webcam 2.

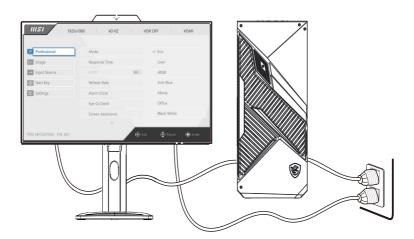


2. Secure the screws 3 with a cross-head screwdriver to finish.



Powering Up After Maintenance

- 1. Connect the signal cable from the monitor to your PC. Connect the power cord to the monitor power jack and the electrical outlet. Turn on the monitor.
- 2. Depending on the monitor's signal ports, check the VGA, HDMI, DP ports in sequence. Changing the display to Red, Green, Blue, White and Black screens to check whether an image is abnormal.
- 3. Press the Menu key and adjust the Brightness or other functions to inspect the screen for abnormalities.
- **4.** Check the Audio and volume control for abnormalities when connecting to various signal ports.
- 5. Reset the monitor after inspection. Turn off the monitor and disconnect all cables.



Troubleshooting

Users may refer to the following tips or visit *MSI Monitor Support* 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.

The power LED is off.

- Press the monitor power button again.
- Check if the monitor power cable is properly connected.

No image.

- Check if the computer graphics card is properly installed.
- Check if the computer and monitor are connected to electrical outlets and are turned on.
- Check if the monitor signal cable is properly connected.
- The computer may be in Standby mode. Press any key to activate the monitor.

The screen image is not properly sized or centered.

 Refer to Preset Display Modes to set the computer to a setting suitable for the monitor to display.

No Plug & Play.

- Check if the monitor power cable is properly connected.
- Check if the monitor signal cable is properly connected.
- Check if the computer and graphics card are Plug & Play compatible.

The icons, font or screen are fuzzy, blurry or have color problems.

- Avoid using any video extension cables.
- · Adjust brightness and contrast.
- Adjust RGB color or tune color temperature.
- Check if the monitor signal cable is properly connected.
- Check for bent pins on the signal cable connector.

The monitor starts flickering or shows waves.

- Change the refresh rate to match the capabilities of your monitor.
- Update your graphics card drivers.
- Keep the monitor away from electrical devices that may cause electromagnetic interference (EMI).

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 to remove all the screw bosses with copper sticks, if any.

Stand

- 1. Follow <u>Stand Disassembly</u> to remove the adjustable stand from the monitor.
- 2. By disassembling quick release fasteners 1 of the stand base to separate the stand and the base 2.





3. You'll see the stand and base separated.





4. Reverse the base. Tear off rubber pads **3** and remove screws **4** under with a cross-head screwdriver to open the base.

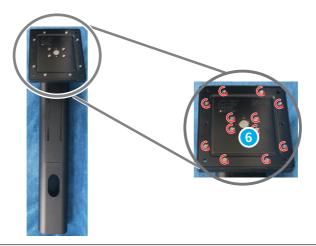




5. Open and take out the steel base plate 5, the plastic base plate can be recycled by qualified recyclers.



6. Use a cross-head screwdriver to loose stand and VESA screws **6**.



7. Use a pry tool to open up the steel and plastic VESA plate around the edge.



8. Both plates can be recycled by qualified recyclers.



9. Take off the circular disc-shaped top 7 in the directions below 8 9 0.



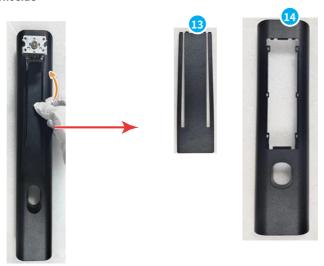


10. Remove screws **11** with a cross-head screwdriver to take the cap off **12**.



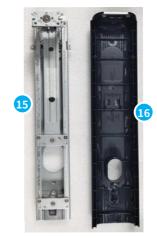
11. Use a pry tool to open the stand, including the front side: upper part 13 and the lower part 14, and the rear side 15 16 of the stand.

The front side



The rear side (Unscrew the screws with a cross-head screwdriver to separate all components.)





Rear Cover



Important

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

- 1. Follow Rear Cover Disassembly to remove the rear cover
- **2.** Remove navi key **1**, and use a cross-head screwdriver to remove screw bosses 2 with copper sticks. After disassembling all components, the rear cover can be recycled by qualified recyclers.



Product End-of-Life Instructions



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	_	Absent
Printed circuit boards of mobile phones generally,	<u>7</u>	Mainboard
and of other devices if the surface of the printed circuit board is greater than 10 square centimeters	<u>5</u>	Navi Board
	<u>9</u>	Power Board
	<u>6</u>	USB Board
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
Liquid crystal displays (together with their casing where appropriate) of a surface greater than 100 square centimeters and all those back-lighted with gas discharge lamps	4	LCD Panel
External electric cables	<u>13</u>	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)	<u>9</u>	Power Board
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. Prope1r 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.





OSD Setup

This chapter provides you with essential information on OSD Setup.

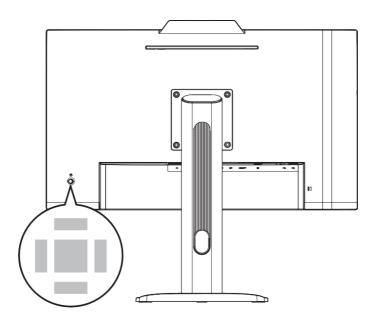


// Important

All information is subject to change without prior notice.

Navi Key

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



Up/ Down/ Left/ Right:

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

Middle:

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

Hot Key

- Users may enter into preset function menus by moving the Navi Key up, down, left or right when the OSD menu is inactive.
- Users may customize their own Hot Keys to enter into different function menus.

OSD Menus



Image

1st Level Menu	2nd/3rd Level Menu	Description
Brightness	0-100	Properly adjust Brightness according to the surrounding lighting.
Contrast	0-100	Properly adjust Contrast to relax your eyes.
Sharpness	0-5	Sharpness improves clarity and details of images.
Image Enhancement	OFF	Image Enhancement enhances image edges to improve their contents.
Ennancement	Weak	to improve their acutance.
	Medium	
	Strong	
	Strongest	
Low Blue Light	OFF	Low Blue Light protects your eyes against blue light When enabled Levy Blue Light
	ON	blue light. When enabled, Low Blue Light adjusts the screen color temperature to a more yellow glow.
		When Mode is set to Anti-Blue, it is mandatory to enable Low Blue Light.

1st Level Menu	2nd/3rd Level Menu		De	escription	
HDCR	OFF ON		HDCR enhances image quality by increasing the contrast of images. Activating HDCR will affect:		
				Affected Function	Function Status
				» Brightness	Unable to select
				» MPRT	Set to OFF
Color Temperature	Cool			Use Up or Down Button to select and	
	Normal			preview mode effects. Press the Middle Butto	
	Warm			apply your mode type	
	Customization	R (0-100)			remperature in
		G (0-100)			
		B (0-100)			
Auto Config				For D-Sub only, this se out when detecting ot	
Clock	0-100		•	Adjust Clock setting.	
			For D-Sub only, this setting will be grayed out when detecting other input sources.		
Phase	0-100		Adjust Phase setting.		
			 For D-Sub only, this setting will be grayed out when detecting other input sources. 		
H.Position	0-100		Adjust H.Position setting. For D-Sub only, this setting will be grayed out when detecting other input sources.		
V.Position	0-100		•	Adjust V.Position setti	ng.
				For D-Sub only, this se out when detecting ot	

Input Source

1st Level Menu	2nd Level Menu	Description
HDMI™		Users can adjust Input Source in any mode.
DP		
D-Sub		
Auto Scan	OFF	Users can use the Navi Key to select Input Source at helow status:
	ON	While "Auto Scan" is set to "OFF" with the monitor at power saving mode;
		While "No Signal" message box is shown on the monitor.

Navi Key

1st Level Menu	2nd Level Menu	Description
Up	OFF	All Navi Key items can be adjusted via OSD Menus.
Down Left	Brightness	
Right	Mode	
	Alarm Clock	
	Input Source	
	Refresh Rate	
	Info. On Screen	
	Audio Volume	

Settings

1st Level Menu	2nd Level Menu	Description
Language	繁體中文	Users have to press the Middle Button to confirm and
	English	apply the Language setting.Language is an independent setting. Users' own
	Français	language setting will override the factory. When users set Reset to Yes, Language will not be changed.
	Deutsch	
	Italiano	
	Español	
	한국어	
	日本語	
	Русский	
	Português	
	简体中文	
	Bahasa Indonesia	
	Türkçe	
	(More languages coming soon)	
Transparency	0~5	Users can adjust Transparency in any mode.
OSD Time Out	5~30s	Users can adjust OSD Time Out in any mode.
Power Button	OFF	When set to OFF, users can press the power button to turn off the monitor.
	Standby	When set to Standby, users can press the power button to turn off the panel and backlight.
Info. On Screen	OFF	The information of the monitor status will be
	ON	shown on the right side of the screen. • Activating Info. On Screen will affect:
		Affected Function Function Status
		» Eye-Q Check Set to OFF

1st Level Menu	2nd Level Menu	Description	
HDMI™ CEC	OFF	HDMI™ CEC(Consumer Electronics Control) supports Sony PlayStation®and Nintendo®Switch™, Xbox Series	
	ON	X S consoles and various audio-visual devices that are CEC-capable.	
		- If HDMI™ CEC is set to ON:	
		The monitor will automatically power on when the CEC device is turned on.	
		The CEC device will enter power saving mode when t monitor is turned off.	
		When Sony PlayStation®, Nintendo® Switch™, or Xbox Series X S console is connected, Mode will be automatically set to default mode and can be adjusted to users' preferred mode later.	
Audio Volume	0-100	Users can adjust Audio Volume in any mode.	
Reset	YES	Users can Reset and restore settings to original OSD Default in any mode.	
	NO	belaute in any mode.	