**Saved from manuals.plus.**
**Open the live page for links to other documents and user manuals.**



**MSI PRE16EVO14020**

# MSI Prestige 16 AI Evo Laptop User Manual

Model: PRE16EVO14020 (B1MG-020US)

## 1. Introduction

This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your MSI Prestige 16 AI Evo Laptop, model PRE16EVO14020 (B1MG-020US). Please read this manual thoroughly to ensure proper use and to maximize the lifespan of your device.

The MSI Prestige 16 AI Evo is a high-performance laptop featuring an Intel Core Ultra 7-155H processor, a 16-inch UHD+ OLED display, 32GB DDR5 RAM, and a 2TB NVMe SSD, running on Windows 11 Pro.




Figure 1: Front view of the MSI Prestige 16 AI Evo Laptop.

## 2. Setup

### 2.1 Unboxing and Initial Inspection

Carefully remove all components from the packaging. Ensure the following items are present:

- MSI Prestige 16 AI Evo Laptop
- Power Adapter
- User Manual (this document)

Inspect the laptop for any physical damage. If any damage is found, contact your retailer or MSI support immediately.

### 2.2 Connecting the Power Adapter

Before first use, connect the power adapter to the laptop and a power outlet. It is recommended to fully charge the battery before initial operation.

1. Plug the AC adapter into the power jack on the side of the laptop.
2. Plug the power cord into a grounded electrical outlet.

### 2.3 Initial Boot and Windows 11 Pro Setup

Press the power button to turn on the laptop. The system will guide you through the initial setup process for Windows 11 Pro. Follow the on-screen instructions to configure language, region, network settings, and user accounts.

## 3. Operating Instructions

### 3.1 Display Features

Your laptop is equipped with a 16-inch UHD+ OLED display, offering a resolution of 3840 x 2400 pixels. This display provides vibrant colors, deep blacks, and high contrast for an enhanced visual experience.

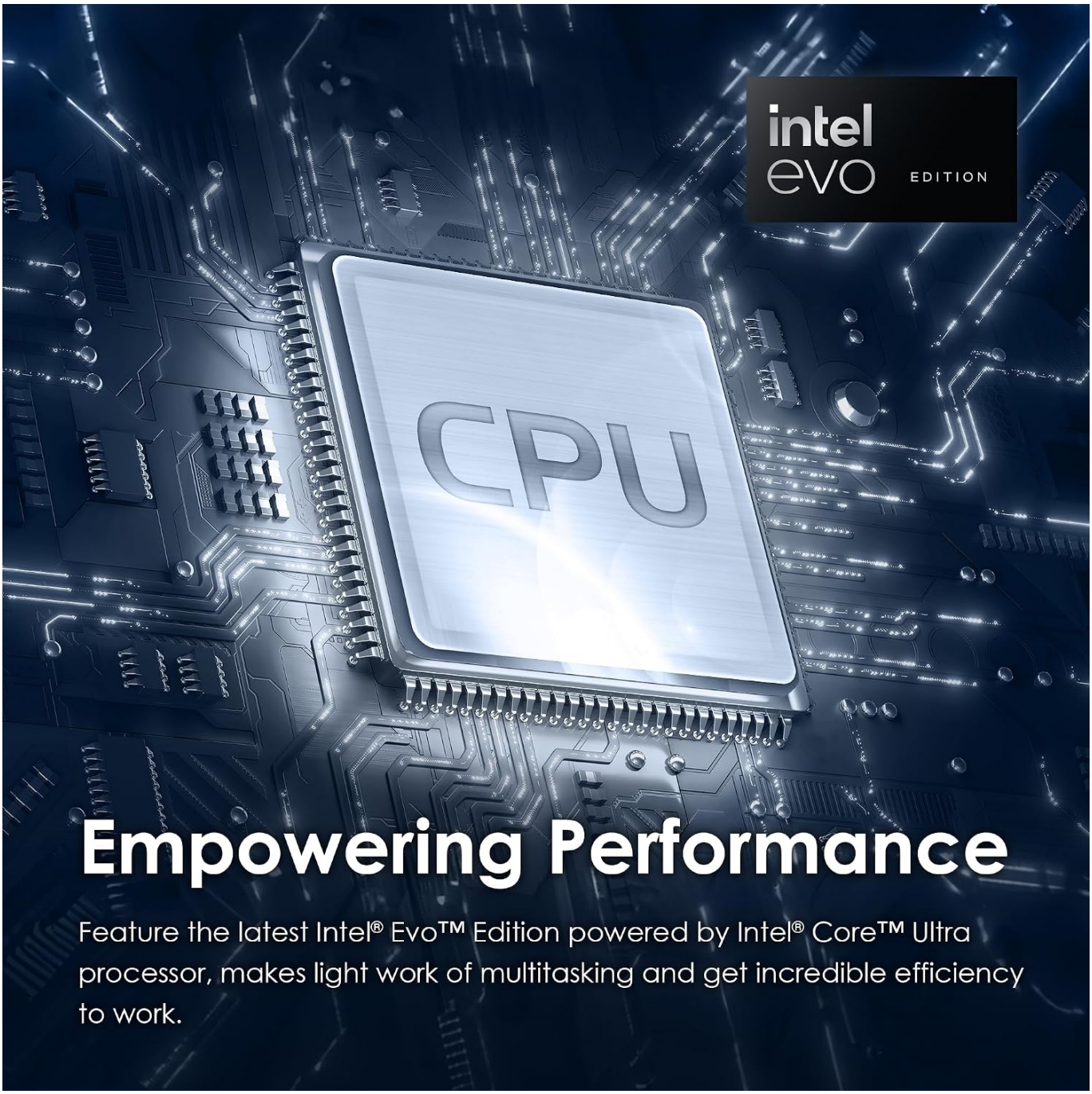



Figure 2: The 16-inch UHD+ OLED display of the laptop.

## 3.2 Performance Overview

The MSI Prestige 16 AI Evo is powered by an Intel Core Ultra 7-155H processor, designed for efficient multitasking and demanding applications. It includes 32GB of LPDDR5 RAM and a 2TB NVMe SSD for fast data access and ample storage.




Figure 3: Overview of key performance components including Intel Evo Platform, thin and light design, MSI AI Engine, 32GB DDR5 RAM, and 2TB NVMe M.2 SSD.




Figure 4: Close-up of the Intel Core Ultra processor, highlighting its empowering performance.

## 3.3 Connectivity and Ports

The laptop offers comprehensive connectivity options, including Wi-Fi 7 for high-speed wireless networking and a variety of physical ports:

- 1x USB 3.2 Gen 2 Type-A port
- 2x Thunderbolt 4 ports (with Power Delivery 3.0 Charging support)
- 1x HDMI 2.1 port (supports 8K@60Hz / 4K@120Hz)
- 1x SD Card Reader
- 1x Audio Combo Jack
- 1x RJ45 Ethernet port
- 1x Kensington Lock Slot




Figure 5: Diagram illustrating the various input/output ports on the MSI Prestige 16 AI Evo Laptop.

## 3.4 Keyboard and Trackpad

The laptop features a comfortable backlit keyboard with a numeric keypad for efficient data entry. The large trackpad provides precise cursor control.

## 3.5 Battery Management

The laptop is equipped with a 99.9 Whr Lithium Polymer battery. For optimal battery life, it is recommended to:

- Adjust screen brightness to a comfortable level.
- Close unused applications.
- Enable power-saving modes in Windows settings.
- Avoid extreme temperatures.

## 3.6 Portability

Crafted with a magnesium-aluminum alloy chassis, the Prestige 16 AI Evo is designed to be lightweight and portable, weighing approximately 3.31 pounds (1.5 kg) and measuring 0.75 inches (18.95 mm) thin. This design ensures maximum portability for users on the go.




Figure 6: The MSI Prestige 16 AI Evo Laptop demonstrating its lightweight and portable design.

# 4. Maintenance

## 4.1 Cleaning the Laptop

To maintain the appearance and functionality of your laptop:

- Use a soft, lint-free cloth slightly dampened with water or a specialized screen cleaner for the display.
- For the chassis and keyboard, use a soft cloth. Avoid harsh chemicals or abrasive materials.
- Ensure the laptop is powered off and unplugged before cleaning.

### 4.2 Software Updates

Regularly update your operating system (Windows 11 Pro) and drivers to ensure optimal performance, security, and compatibility. You can check for updates through Windows Update settings and MSI's official support website.

## 5. Troubleshooting

This section addresses common issues you might encounter with your laptop.

### 5.1 Power Issues

- **Laptop does not turn on:** Ensure the power adapter is securely connected to both the laptop and a working power outlet. Verify the power outlet is functional. If the battery is completely drained, allow it to charge for a few minutes before attempting to power on.
- **Battery not charging:** Check the power adapter and cable for damage. Ensure connections are secure. Try a different power outlet.

### 5.2 Display Issues

- **Screen is blank or black:** Ensure the laptop is powered on. Try adjusting the display brightness using the function keys. Connect an external monitor to check if the issue is with the laptop's internal display.
- **Image quality issues:** Ensure display drivers are up to date. Check display settings in Windows for correct resolution and refresh rate.

### 5.3 Connectivity Problems

- **Wi-Fi not connecting:** Verify Wi-Fi is enabled in Windows settings. Restart your router and the laptop. Ensure correct Wi-Fi password is entered.
- **USB devices not recognized:** Try connecting the device to a different USB port. Ensure device drivers are installed. Restart the laptop.

### 5.4 Keyboard and Trackpad Unresponsiveness

- **Keys or trackpad not responding:** Restart the laptop. Check for any physical obstructions under the keys or on the trackpad surface. Ensure no external input devices (like a mouse or external keyboard) are interfering. Update keyboard and trackpad drivers.

## 6. Specifications

| Feature | Description |
| --- | --- |
| Brand | MSI |
| Model Name | Prestige 16 AI Evo B1MG-020US |
| Item Model Number | PRE16EVO14020 |
| Operating System | Windows 11 Pro |
| Screen Size | 16 Inches |
| Screen Resolution | 3840 x 2400 pixels (UHD+) |

| Feature | Description |
|---|---|
| Processor | Intel Core Ultra 7-155H (1.4 GHz Intel_Mobile_CPU) |
| RAM | 32 GB LPDDR5 |
| Hard Drive | 2 TB SSD (NVMe) |
| Graphics Card | Intel Arc |
| Wireless Type | Wi-Fi 7 (802.11ax), Bluetooth |
| USB 3.0 Ports | 1 |
| Thunderbolt Ports | 2 (Thunderbolt 4 with PD 3.0 Charging) |
| HDMI Port | 1 (HDMI 2.1) |
| Special Features | Backlit Keyboard, Fingerprint Reader |
| Item Weight | 3.31 pounds |
| Product Dimensions | 14.11 x 0.75 x 10.02 inches |
| Color | Gray |
| Batteries | 1 Lithium Polymer battery (included) |

# 7. Warranty and Support

## 7.1 Warranty Information

Your MSI Prestige 16 AI Evo Laptop comes with a limited warranty. Specific warranty terms and conditions are typically provided with your product documentation or can be found on the official MSI website. Please retain your proof of purchase for warranty claims.

## 7.2 Technical Support

For technical assistance, driver downloads, or further product information, please visit the official MSI support website:

**www.msi.com/support**

You may also find helpful resources and FAQs on the MSI support portal.

© 2023 MSI. All rights reserved.

### Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

**Name**

Anonymous

**Email**

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

**Question**

Example: How do I reset this device or fix this error?

**Details**

Model number, symptoms, what you tried, or the section of the manual you are using.

**Submit question**

---

**Open the live page**

**https://manuals.plus/asin/B0CP9YWSYB**

More documents and user manuals: **https://manuals.plus/**