

Acer PHN18-72-92Y3

Acer Predator Helios Neo 18 AI Gaming Laptop (PHN18-72-92Y3) User Manual

1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Acer Predator Helios Neo 18 AI Gaming Laptop, model PHN18-72-92Y3. Please read this manual thoroughly to ensure proper usage and to maximize the performance and longevity of your device.

2. WHAT'S IN THE BOX

Upon unboxing your Acer Predator Helios Neo 18 AI Gaming Laptop, verify that all the following items are included:

- Acer Predator Helios Neo 18 AI Gaming Laptop (PHN18-72-92Y3)
- AC Adapter
- Power Cord

3. SETUP

3.1 Initial Power-On

1. Connect the AC adapter to the laptop's DC-in jack.
2. Plug the power cord into a wall outlet.
3. Open the laptop lid and press the power button, typically located above the keyboard or on the side.
4. Follow the on-screen instructions to complete the initial Windows 11 Home setup.

3.2 Port Identification

Familiarize yourself with the various ports on your laptop for connecting peripherals and external devices.



Image: Right side view of the laptop, showing two USB 3.2 ports and a Kensington lock slot.



Image: Left side view of the laptop, showing an Ethernet (RJ-45) port, a USB 3.2 port, a MicroSD card slot, and a Headset jack.



Image: Rear view of the laptop, showing the DC-in jack, HDMI 2.1 port, and two Type-C Thunderbolt 4 ports.

4. OPERATING INSTRUCTIONS

4.1 Display Features

Your laptop features an 18-inch WQXGA display with a 16:10 aspect ratio, offering a 240Hz refresh rate and 3ms overdrive response time. It supports 100% DCI-P3 color accuracy, NVIDIA G-SYNC, and NVIDIA Advanced Optimus for a smooth and vibrant visual experience.



Image: The laptop's 18-inch WQXGA display showcasing high-resolution game visuals.

4.2 Performance and AI Capabilities

The laptop is powered by an Intel Core Ultra 9 275HX processor and an NVIDIA GeForce RTX 5070 Ti Laptop GPU. These components provide advanced AI capabilities and high performance for gaming, content creation, and demanding applications.

- **Intel Core Ultra 9 Processor:** Delivers smooth gameplay and utilizes AI (up to 13 NPU TOPS) for tasks like background removal and audio optimization.
- **NVIDIA GeForce RTX 5070 Ti Laptop GPU:** Features Blackwell architecture, 992 AI TOPS, fourth-gen RT Cores, and fifth-gen Tensor Cores for ray tracing and neural rendering.
- **DLSS 4:** Utilizes AI to boost FPS, reduce latency, and improve image quality with Multi Frame Generation and enhanced Ray Reconstruction.

4.3 Cooling System

The laptop incorporates a 5th Gen AeroBlade 3D Fan cooling system to manage heat effectively during intensive use, ensuring stable performance.



Image: An internal view highlighting the 5th Gen AeroBlade 3D Fan cooling system.

4.4 Keyboard and Lighting

The laptop features a backlit keyboard with Dynamic 4-Zone RGB lighting, allowing for personalization of the keyboard illumination.



Image: Top-down view of the laptop's keyboard, showcasing the customizable 4-zone RGB lighting.

4.5 Software Features

- **PredatorSense:** Provides real-time control over system performance, fan speeds, and RGB lighting.
- **Experience Zone:** Access AI-powered features like PurifiedView 2.0 and PurifiedVoice 2.0.
- **Acer PurifiedView 2.0:** Enhances virtual meetings and streaming with advanced Portrait Refinement, Super Sharp visuals, automatic framing, background blur, gaze correction, and Acer TNR.
- **Acer PurifiedVoice 2.0:** Utilizes AI algorithms and a 3rd microphone to suppress background noise for clear communication.
- **Acer ProCam:** Automatically recognizes and records gameplay highlights.

4.6 Official Product Video

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Video: An official product video from Acer America Corporation showcasing the Predator Helios Neo 18 AI (PHN18-72) laptop's features and design.

5. MAINTENANCE

5.1 General Care

- Keep the laptop clean by regularly wiping surfaces with a soft, dry cloth.
- Avoid exposing the laptop to extreme temperatures, direct sunlight, or high humidity.
- Do not place heavy objects on the laptop or its power adapter.
- Protect the screen from scratches by closing the lid gently and avoiding direct contact with sharp objects.

5.2 Cooling System Maintenance

To ensure optimal cooling performance, regularly check and clean the ventilation openings. Dust and debris can accumulate and obstruct airflow, leading to overheating. Use compressed air to gently clear the vents.

5.3 Battery Care

- For optimal battery life, avoid frequently discharging the battery completely.
- If storing the laptop for an extended period, ensure the battery is charged to approximately 50% and store it in a cool, dry place.
- Use only the original AC adapter and power cord provided with your laptop.

6. TROUBLESHOOTING

If you encounter issues with your laptop, consider the following basic troubleshooting steps:

- **No Power:** Ensure the AC adapter is securely connected to both the laptop and a working power outlet. Check if the power indicator light is on.
- **Display Issues:** If the screen is blank, try connecting an external monitor to verify if the issue is with the laptop's display. Adjust display settings or update graphics drivers.
- **Performance Slowdown:** Close unnecessary applications, check for background processes, ensure sufficient storage space, and update drivers. Overheating can also cause performance drops; ensure vents are clear.
- **Connectivity Problems:** For Wi-Fi or Ethernet issues, restart your router and modem. Check network adapter settings and ensure drivers are up to date. For Bluetooth devices, ensure they are in pairing mode and within range.
- **Software Glitches:** Restart the laptop. If the problem persists, check for system updates or consider reinstalling problematic software.

For persistent issues, refer to the Acer support website or contact customer service.

7. SPECIFICATIONS

Below are the detailed technical specifications for the Acer Predator Helios Neo 18 AI Gaming Laptop (PHN18-72-92Y3):

Feature	Detail
Brand	Acer
Model Name	Predator Helios Neo 18 AI
Model Number	PHN18-72-92Y3
Screen Size	18 Inches
Display Resolution	2560 x 1600 pixels (WQXGA)
Refresh Rate	240 Hz
CPU Model	Intel Core Ultra 9 275HX
Processor Speed	2.1 GHz (Max 5.4 GHz)
Processor Count	24
Graphics Coprocessor	NVIDIA GeForce RTX 5070 Ti

Graphics Card RAM	12 GB GDDR7
RAM Memory Installed Size	16 GB DDR5
RAM Memory Maximum Size	64 GB
Memory Speed	6400 MHz
Hard Disk Size	1 TB SSD (PCIe)
Operating System	Windows 11 Home
Special Feature	Backlit Keyboard
Connectivity Technology	Bluetooth 5.4, Ethernet, HDMI, USB, Wi-Fi 6E
Total USB Ports	3
Total Thunderbolt Ports	1
Total HDMI Ports	1
Item Weight	7.28 Pounds
Battery Cell Type	Lithium Ion (90 Watt Hours)

8. WARRANTY

Your Acer Predator Helios Neo 18 AI Gaming Laptop comes with a One-year International Travelers Limited Warranty (ITW). This warranty provides coverage and support for your device during travel. Additionally, you will have 24/7 access to a dedicated support team specialized in the Predator brand.

9. SUPPORT

For further assistance, technical support, or warranty claims, please visit the official Acer support website or contact their customer service. Keep your model number (PHN18-72-92Y3) and serial number readily available when seeking support.