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› [Acer Predator Helios Neo 16 AI Gaming Laptop User Manual](#)

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Acer Predator Helios Neo 16 AI Gaming Laptop User Manual

Model: Predator Helios Neo 16 AI

1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Acer Predator Helios Neo 16 AI Gaming Laptop. Please read this guide thoroughly to ensure optimal performance and longevity of your device.



Image 1.1: Acer Predator Helios Neo 16 AI Gaming Laptop, showcasing its sleek design and vibrant display.

2. SETUP

2.1 Unboxing and Initial Power-On

1. Carefully remove the laptop and all accessories from the packaging.
2. Connect the AC adapter to the laptop's DC-in jack and then to a power outlet.
3. Open the laptop lid and press the power button to turn on the device.
4. Follow the on-screen instructions to complete the initial Windows 11 Home setup.

2.2 Connecting Peripherals

Your laptop supports various external devices. Utilize the included DLCA Accessory (Type-C to USB-A 3-in-1 cable) for expanded connectivity options.



Image 2.1: The Acer Predator Helios Neo 16 AI Gaming Laptop alongside the included DLCA Type-C to USB-A 3-in-1 cable, facilitating versatile peripheral connections.

- **USB Devices:** Connect USB mice, keyboards, or external storage to the USB 3.2 Gen 1/2 ports or the Thunderbolt 4/USB Type-C ports.
- **External Display:** Use the HDMI 2.1 port or a compatible USB Type-C port with DisplayPort functionality to connect an external monitor.
- **Network:** For wired internet, connect an Ethernet cable to the RJ-45 port.

3. OPERATING YOUR LAPTOP

3.1 Keyboard and Input

The laptop features a 4-Zone RGB Backlit Keyboard. Lighting effects can be customized through the pre-installed Predator Sense software.



Image 3.1: Top-down view of the laptop's 4-Zone RGB backlit keyboard, illustrating customizable lighting zones.

3.2 Display Features

Your laptop is equipped with a 16.0" WQXGA (2560 x 1600) IPS display with a 240Hz refresh rate, NVIDIA G-SYNC, and NVIDIA Advanced Optimus for a smooth visual experience.

3.3 Audio and Communication

- Audio:** DTS: X Ultra Audio provides enhanced sound quality. Connect headphones or external speakers via the 3.5mm combo audio jack.
- Wireless Connectivity:** The laptop supports Wi-Fi 6E for high-speed wireless internet and Bluetooth 5.4 for connecting wireless peripherals.
- Webcam:** An FHD IR Webcam (1920 x 1080) with Blue Glass is integrated for video calls and facial recognition.

3.4 Port Overview

The laptop offers a comprehensive selection of ports for various connectivity needs:

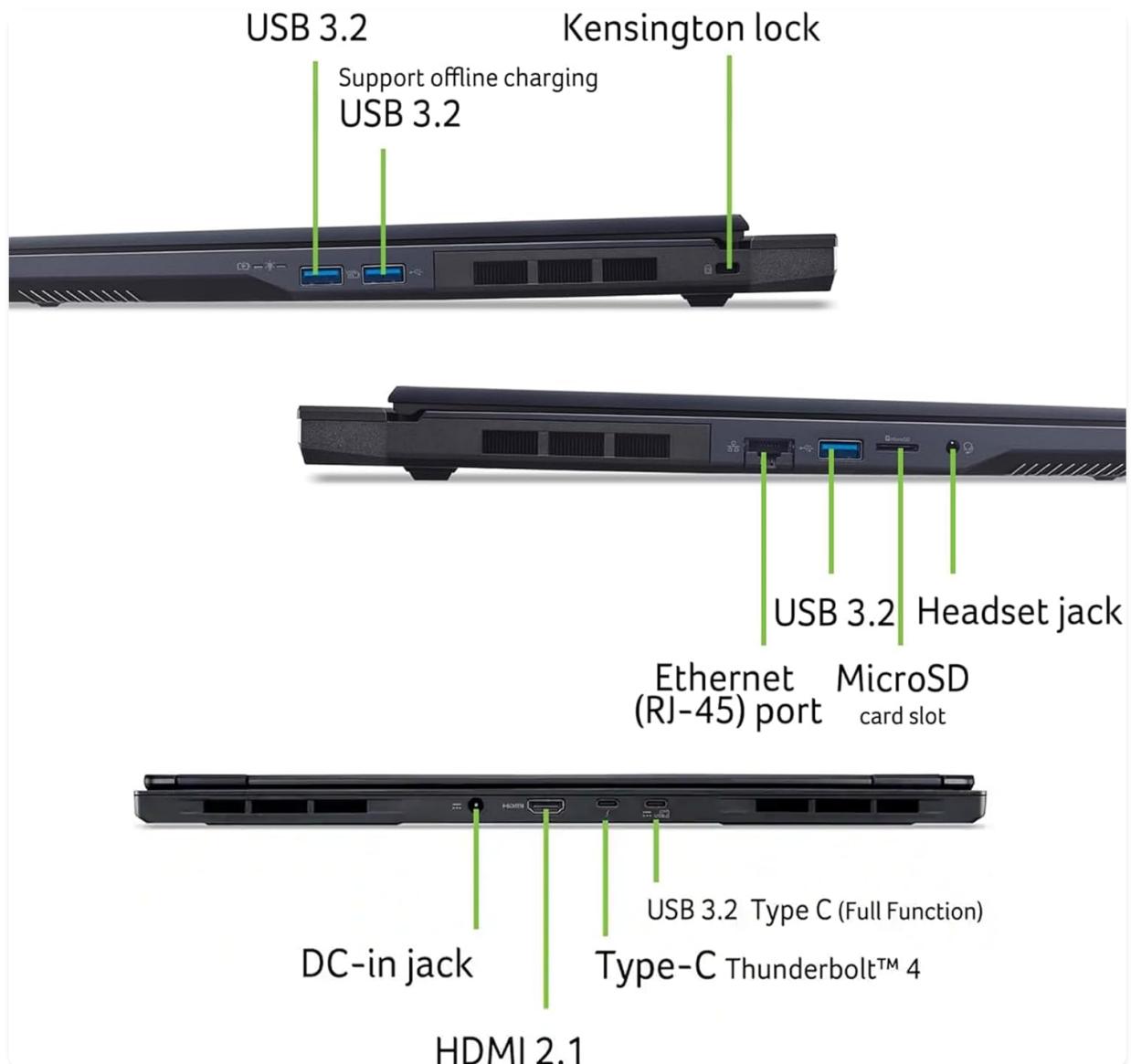


Image 3.2: Diagram illustrating the various ports available on the sides of the Acer Predator Helios Neo 16 AI Gaming Laptop, including USB, HDMI, Ethernet, and Thunderbolt connections.

- 1x Thunderbolt 4 Port (Up to 90W Power Delivery)
- 1x USB Type-C Port USB 3.2 Gen 2 (up to 10 Gbps) with DisplayPort over USB Type-C & USB Charging (Up to 90W)
- 2x USB 3.2 Gen 2 Ports (One Featuring Power-off Charging)
- 1x USB 3.2 Gen 1 Port
- 1x HDMI 2.1 Port (supporting 48 Gbps, 10K maximum resolution)
- 1x Ethernet (RJ-45) port (Killer Ethernet E3100G)
- 1x 3.5mm Combo Audio Jack
- 1x microSD Card Reader

4. MAINTENANCE

4.1 Cleaning Your Laptop

- **Screen:** Use a soft, lint-free cloth lightly dampened with water or a screen cleaner. Avoid harsh chemicals.

- **Keyboard and Chassis:** Use a soft cloth to wipe surfaces. Compressed air can be used to clear dust from between keys and vents.

4.2 Battery Care

The laptop is equipped with a 90 Wh battery. To maximize battery lifespan:

- Avoid frequently discharging the battery completely.
- Store the laptop in a cool, dry place if not used for extended periods.
- Periodically calibrate the battery by fully discharging and recharging it.

4.3 Cooling System

The laptop features 5th Gen AeroBlade 3D Fan technology for efficient cooling. Ensure vents are clear of obstructions to maintain optimal airflow.



Image 4.1: Close-up view of the laptop's advanced AeroBlade 3D cooling system, designed for efficient heat dissipation during intensive use.

4.4 Software Updates

Regularly update your Windows operating system, drivers, and Acer software (e.g., Predator Sense) to ensure system stability, security, and performance.

5. TROUBLESHOOTING

If you encounter issues with your laptop, consider the following steps before contacting support:

- **No Power:** Ensure the AC adapter is securely connected to both the laptop and a working power outlet. Check the power indicator light.
- **Display Issues:** If the screen is blank, try connecting an external monitor to verify if the laptop is functioning. Adjust brightness settings.
- **Network Connectivity:** For Wi-Fi issues, restart your router and the laptop. For wired connections, check the Ethernet cable and router status. Ensure drivers are updated.
- **Audio Problems:** Check volume levels, ensure speakers/headphones are properly connected, and verify audio drivers are installed and updated.
- **Software Malfunctions:** If a specific application or system utility (e.g., Predator Sense) is not working as expected, try reinstalling it or checking for updates.
- **General Performance:** Restarting the laptop can resolve many temporary issues. Ensure sufficient free storage space and close unnecessary background applications.

6. SPECIFICATIONS

| Feature | Specification |
|-----------------------|---|
| PC Type | Gaming Laptop Computer |
| Processor | Intel Core Ultra 9 275HX (24 Cores, up to 5.4GHz) |
| Memory | 32GB DDR5 RAM |
| Storage | 1TB SSD |
| Graphics | NVIDIA GeForce RTX 5070 Ti 12GB GDDR7 Laptop GPU |
| Display | 16.0" WQXGA (2560 x 1600) IPS 240Hz, G-SYNC, 500-nits, DCI-P3 100% |
| Operating System | Windows 11 Home |
| Wireless Connectivity | Wi-Fi 6E, Bluetooth 5.4 |
| Ports | 1x Thunderbolt 4, 1x USB-C 3.2 Gen 2, 2x USB-A 3.2 Gen 2, 1x USB-A 3.2 Gen 1, 1x HDMI 2.1, 1x RJ-45, 1x 3.5mm Combo Audio, 1x microSD Card Reader |
| Keyboard | 4-Zone RGB Backlit Keyboard |
| Battery | 90 Wh |
| Dimensions (LxWxH) | 14" x 10.8" x 1.05" |
| Weight | 5.95 pounds |

7. WARRANTY AND SUPPORT

Your Acer Predator Helios Neo 16 AI Gaming Laptop is covered by a manufacturer's warranty. Please refer to the warranty card included with your product or visit the official Acer support website for detailed terms and conditions.

For technical assistance, driver downloads, or further support, please visit the official Acer support portal. Keep your product's serial number and model information readily available when contacting support.

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