© 2021. All Rights Reserved.

Predator Helios 500

Covers: PH517-52

This revision: April 2021

This manual contains proprietary information that is protected by copyright laws. The information contained in this manual is subject to change without notice. Some features described in this manual may not be supported depending on the Operating System version. Images provided herein are for reference only and may contain information or features that do not apply to your computer. Acer Group shall not be liable for technical or editorial errors or omissions contained in this manual.

Model number: _____

Serial number: _____

Date of purchase: _____

Place of purchase: _____

Environment

Temperature:

- Operating: 5 °C to 35 °C
- Storage: -20 °C to 60 °C

Humidity (non-condensing):

- Operating: 20% to 80%
- Storage: 20% to 60%

WARNING! To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation.

First things first

We would like to thank you for making this Predator notebook your choice for meeting your mobile computing needs.

Your guides

To help you use your Predator notebook, we have designed a set of guides:

First off, the **Setup Guide** helps you get started with setting up your computer.

The **Quick Guide** introduces you to the basic features and functions of your new computer.

For more on how your computer can help you to be more productive, please refer to the **Predator Helios 500 User's Manual.** The **Predator Helios 500 User's Manual** contains useful information applying to your new computer. It covers basic topics such as using the keyboard and audio, etc.

This guide contains detailed information on such subjects as system utilities, data recovery, expansion options and troubleshooting. In addition it contains warranty information and the general regulations and safety notices for your notebook.

The User's Manual can be downloaded from the Acer support website by going to:
http://go.acer.com/?id=17883

Software installation

The first time you turn on your computer, it will automatically install software and set up for use. This may take some time, please do not turn off your computer; wait until the installation has finished.

Recovery

You should create recovery backups as soon as you can. The *Acer Recovery Management* program allows you to create recovery backups and then to restore or reinstall applications and drivers provided by Acer.

Having trouble?

Acer provides several options to support your purchase.

Acer support

Make sure you write down your computer serial number, date and place of purchase and model name on the area provided in this guide; save your proof of purchase. Before you call us, please write down any error message that accompanies the problem, and have the computer in front of you and switched on if possible. Having these items to hand when contacting us will ensure better and quicker service.

Acer website

Remember to visit **www.acer.com** and refer to the support section for up-to-date information, help, drivers and downloads.

Warranty and contact information

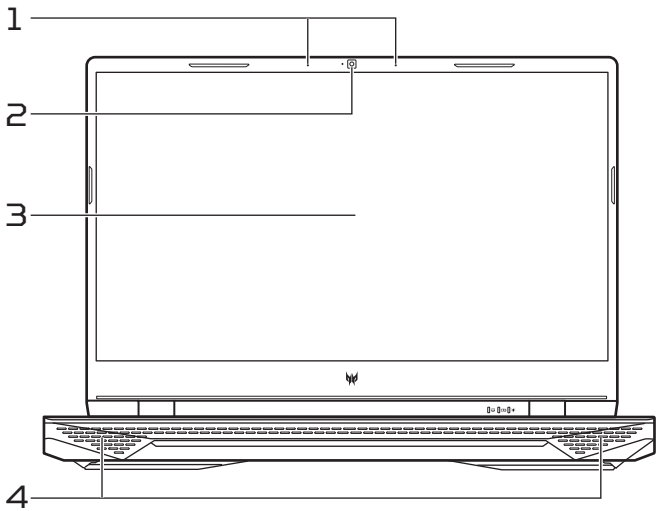
You can find information about the warranty for your computer and how to contact technical support in your computer's Warranty.

English

Your Predator notebook tour

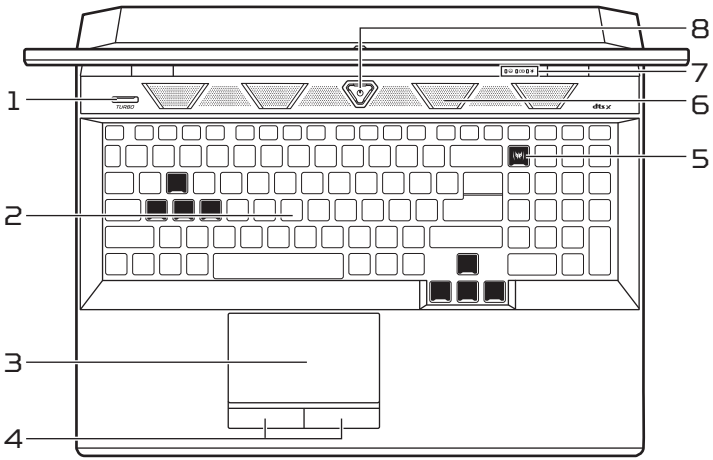
After setting up your computer as illustrated in the Setup Guide, let us show you around your new Predator computer.

Screen view



#	Icon	Item	Description
1		Microphones	Internal digital microphones for sound recording.
2		Webcam	Web camera for video communication. *A light next to the webcam indicates that the webcam is active.*
3		Screen	Displays computer output.
4		Speakers	Deliver stereo audio output.

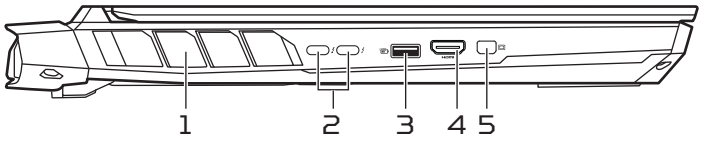
Keyboard view



#	Icon	Item	Description
1	***TURBO***	TURBO key	Switches overclocking and fan speed level.
2		Keyboard	For entering data into your computer. *See "Using the keyboard" on page 9.*
3		Touchpad	Touch-sensitive pointing device.
4		Click buttons (left and right)	The left and right buttons function like the left and right mouse buttons.
5		PredatorSense key	Launches PredatorSense application.
6		Ventilation and cooling fan	Allows the computer to stay cool. *Do not cover or obstruct the openings.*
7		Hard drive indicator	Indicates when the computer's hard drive is active.
		Battery indicator	Indicates the computer's battery status. ***Charging:*** *The light shows amber when the battery is charging.* ***Fully charged:*** *The light shows blue when in AC mode.*
		Power indicator	Indicates the computer's power status.

#	Icon	Item	Description
8		Power button	Turns the computer on and off.

Left view



#	Icon	Item	Description
1		Ventilation and cooling fan	Allows the computer to stay cool. *Do not cover or obstruct the openings.*
2		USB Type-C / Thunderbolt 4 ports	Connect to USB devices with a USB Type-C connector. Supports Thunderbolt™ 4 and displays.
3		USB port with power-off charging	Connects to USB devices.
4		HDMI 2.1 port	Supports high-definition digital video connections.
5		Mini DisplayPort	Connects to an external display device.

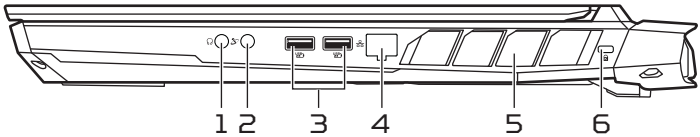
USB Type-C information

- USB 3.2 Gen 2 with transfer speeds up to 10 Gbps.
- Supports DisplayPort™ audio/video output.
- Compatible with Thunderbolt™ 4.
- Delivers up to 3 A at 5 V DC for USB charging.

USB 3.2 Gen 2 information

- USB 3.2 Gen 2 compatible ports are blue.
- Compatible with USB 3.2 Gen 2 and earlier devices.
- For optimal performance, use USB 3.2 Gen 2-certified devices.
- Defined by the USB 3.2 Gen 2 specification (SuperSpeed USB).

Right view



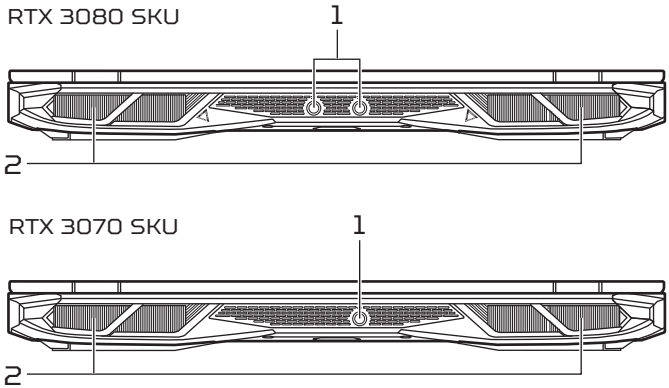
#	Icon	Item	Description
1		Headset/speaker jack	Connects to audio devices (e.g., speakers, headphones)
2		Mic-in jack	Connects to an external microphone for recording audio.
3		USB ports with power-off charging	Connect to USB devices.
4		Ethernet (RJ-45) port	Connects to an Ethernet 10/100/1000Mbps/2.5Gbps-based network. *Pull the lip down to open the port fully.*
5		Ventilation and cooling fan	Allows the computer to stay cool. *Do not cover or obstruct the openings.*
6		Kensington lock slot	Connects to a Kensington-compatible security lock.

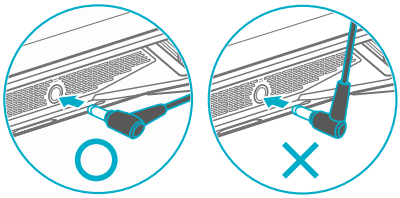
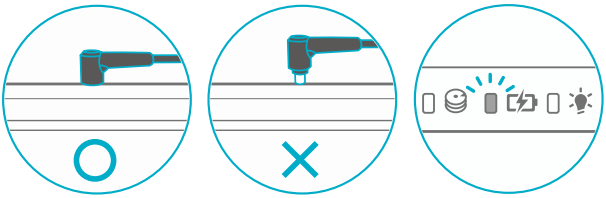
USB 3.2 Gen 2 information

- USB 3.2 Gen 2 compatible ports are blue.
- Compatible with USB 3.2 Gen 2 and earlier devices.
- For optimal performance, use USB 3.2 Gen 2-certified devices.
- Defined by the USB 3.2 Gen 2 specification (SuperSpeed USB).

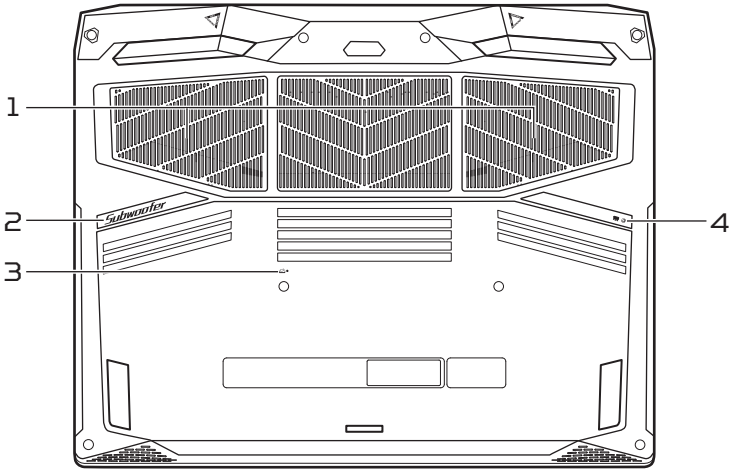
English

Rear view



#	Icon	Item	Description
1	⎓	DC-in jack	Connects to an AC adapter. 
Note: Please press the AC adapter into the tunnel to the power connector. You will feel a click indicating it is connected. Then, check the light of battery indicator shows amber while charging. 			
2		Ventilation and cooling fan	Allows the computer to stay cool. *Do not cover or obstruct the openings.*

Base view



#	Icon	Item	Description
1		Ventilation and cooling fan	Allows the computer to stay cool. *Do not cover or obstruct the openings.*
2		Subwoofer	Delivers enhanced bass audio.
3		Battery reset pinhole	Simulates removing and reinstalling the battery. *Insert a paperclip into the hole and press for four seconds.*
4		Main storage and memory compartment	Houses the computer's main storage and memory. *You may upgrade your computer's main storage and memory. To reduce compatibility risk, Acer recommends asking an approved service center to do this.*

Using the keyboard

The keyboard has full-sized keys, a numeric keypad, separate cursor, lock, Windows keys and hotkeys.

English

Hotkeys

To activate hotkeys, press and hold the Fn key before pressing the other key in the hotkey combination.

Hotkey	Icon	Function	Description
Fn + **F3**		Flight mode	Turns on / off the computer's network devices.
Fn + **F4**		Sleep	Puts the computer in Sleep mode.
Fn + **F5**		Display toggle	Switches display output between the display screen, external monitor (if connected) and both.
Fn + **F6**		Display off	Turns the display screen backlight off to save power. Press any key to return.
Fn + **F7**		Touchpad toggle	Turns the built-in touchpad on and off.
Fn + **F8**		Speaker toggle	Turns the speakers on and off.
Fn + **F9**		Keyboard backlight decrease	Decreases the intensity of the keyboard backlight.
Fn + **F10**		Keyboard backlight increase	Increases the intensity of the keyboard backlight.
Fn + **F11**		Microphone toggle	Turns the microphones on and off.
Fn + **F12**	Scr Lk	Scroll Lock	Turns Scroll Lock on or off.
Fn + **Del**	Ins	Insert	Turns Insert on or off.
Fn + **Home**		Play/Pause	Plays or pauses a selected media file.
Fn + **Pg Up**		Stop	Stop playing the selected media file.
Fn + **Pg Dn**		Previous	Returns to the previous media file.
Fn + **End**		Next	Jumps to the next media file.
Fn + ▷		Brightness up	Increases the screen brightness.
Fn + ◁		Brightness down	Decreases the screen brightness.
Fn + △		Volume up	Increases the sound volume.
Fn + ▽		Volume down	Decreases the sound volume.