GETTING STARTED WITH STARLINK

Download the Starlink app to prepare your setup location and manage your account. With the app, you will also be able customize WiFi settings, check the health of your connection, get Support, and more.

Find a Location
From the app, use the "Check for Obstructions" tool to find the best spot to set up your Starlink. Your Starlink needs a clear view of the sky so it can continuously stay connected with satellites as they move overhead. Avoid setting up next to buildings or under trees. Learn more in the obstructions section.

GET ONLINE
Once your Starlink arrives, it's quick and easy to connect for the first time - there a few simple steps and no special equipment is needed..

Note: To ensure your Starlink service is set up for optimal, long-term performance, we recommend optimizing your set up after the quick start setup

Step 1 - Find a Location
Choose a clear view of the sky with few obstructions. Use the Starlink app "Check for Obstructions" tool. See obstructions sections.

Step 2 - Unbox & Plug in
Your Starlink Kit arrives with everything you need to get online in minutes including your Starlink, WiFi router, cables and base. See the Starlink Specifications for more details on what's in the box.
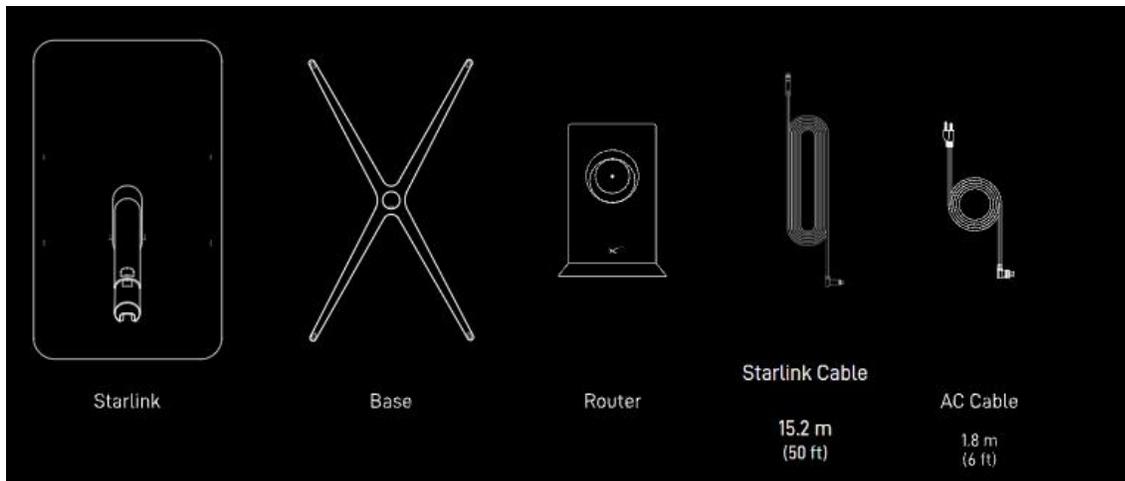
1. Connect cable to Starlink
2. Set Starlink into base (in the location you found above)
3. Connect cables to the router and plug into power
4. Starlink will automatically level itself to search for satellites overhead. Do not attempt to manually adjust your Starlink.
5. After a few minutes, Starlink will make an initial connection to the Starlink constellation and tilt to the optimum angle for satellite coverage

Step 3 - Connect to WiFi
1. Stand close to the router, open the Starlink app, and tap 'Start Setup'. This will guide you through the setup and prompt with WiFi configuration steps like setting a Network name and password. No Starlink app? Find and connect to the STARLINK network in your device's WiFi settings.
2. Confirm you are connected by navigating to a website, watching a video, or running a speed test from the app while connected to Starlink. You will see an ONLINE status on the main screen of the app. Note - We recommend using the Starlink router for initial setup confirmation. If using a third party router, you will need an ethernet adapter. See the WiFi section for additional guidance.

Step 4 - Test your Connection
Starlink Stats: From the Starlink app in the "Statistics" section, or by typing dishy.Starlink.com into any web browser, you can check statistics like speed, uptime, latency, outages, and alerts while connected to the Starlink router.

After a few hours of connection, the Starlink app has had time to collect more data.
1. **Obstructions**: Check to see where you may have obstructions causing intermittent service.
2. **WiFi Range**: View the signal strength of each connected device from the Network screen, use the Range tool to test WiFi signal throughout your home, and run a speed test.
3. **Support**: If you are having issues with setup, review the guidance in the Troubleshooting and Setup sections in Support. It may take up to 20 minutes for Starlink to connect

Obstructions
From the app, use the "Check for Obstructions" tool to find the best spot to set up your Starlink. Your Starlink needs a clear view of the sky so it can continuously stay connected with satellites as they move overhead.

The tool will highlight the portion of the sky that is required to be clear from the perspective of your Starlink. Objects that obstruct the connection between your Starlink and the satellites overhead (trees, chimneys, poles, etc.) will cause service interruptions.
Note: Your Starlink is weather resistant and melts snow.

Installation Best Practices
- **Use the Starlink App**: Check for obstructions on the app before you begin to understand what area needs to be clear to avoid incorrect installation.
- **Quick Start First**: Perform a quick start setup with Starlink on the ground before you permanently install to confirm functionality and the desired tilt direction.
- **Avoid Cable Damage**: Your Starlink includes a 50 ft (15.2m) custom cable
  - Do not significantly bend, twist, or force your cables through holes
  - Do not drag or bump the ends of the cable while routing.
  - Do not install the cable fully taut
  - Ensure the connector and the cable ends are free of moisture during install. Do not leave the components outside in the rain until everything is fully plugged in.
  - The cable routing kit, available on the Starlink shop, includes a protective routing device.
- **Install Vertically**: For best results, Starlink should be installed as close to vertical as possible (eg. not mounted horizontally to the side of a wall without the proper mount)
  - Ensure Starlink is installed on a flat, horizontal surface if possible. Starlink performs best when the mast is as vertical as possible (within 35 degrees of vertical). Note - If the mast is horizontal, the Starlink will be constantly searching for the field of view overhead, and the motors may be impacted over time.

CABLE ROUTING

Your Starlink comes with a custom 50 ft (15.2m) detachable power over ethernet cable between Starlink and router* and a 6 ft (1.8 m) power cable *. It's important to measure the distance between your ideal Starlink location and your ideal router location to ensure that you can successfully route the cable indoors.

Carefully route Starlink cable from the outside in without significantly bending it or jamming the connector. The dish cable is designed to fold flat to minimize the size of the hole required to pass through the wall. The maximum diameter needed for the cable to fit through the wall is 19.05mm (¾"). Damages to the cable could impact your quality of service so be sure your cables remain free of kinks, debris, or door-jambs. The cable is not rated to be buried or under water.

WIFI PLACEMENT

When placing your router in your home, follow these tips for optimal range:

- **Central location**: Your router should be centrally located in your home in the area where you most often use your devices (mobile phone, tablet, computer).
- **Few barriers**: The best connection will be when your router is in the same room, or about 1-2 rooms away. The thinner the wall, the further the signal can go. For older houses that may have more dense wall materials like plaster, you may want to try placing your routers closer to the door (wood is less dense).
- **Open space**: The router communicates best when it is not closed in. Avoid cabinets, media consoles, and closets.
- **Flat surface**: Place your router on a hard, flat surface like a table, countertop, shelf, or nightstand. Surfaces that are up at least halfway up the room are better than the floor if possible – signal emits mainly along the same plane it is placed in.
- **Upright position**: Place your router on its base – do not lay it down on its side. Check and see if your router may have tipped over accidentally if you are suddenly having issues.
- **Away from interference**: Check for interference from other devices, such as cordless phones or baby monitors, and try to move your other devices to different frequencies if possible.