SATELLITE QUICK GUIDE

Satellite Quick Guide

Step 1. Download the App

Download and install the Starlink app on your phone. The Starlink app is available on both Android and iOS devices. The app is a critical part of the initial setup. You'll also use the app to configure various settings and troubleshoot any issues after you get your Starlink up and running. Search for Starlink in your app store.

App logo

Android App:
https://play.google.com/store/apps/details?id=com.starlink.mobile

iPhone (iOS) App
https://apps.apple.com/us/app/starlink/id1537177988

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Step 2. Site Suitability

For the satellite terminal to operate it will require power and an unobstructed view of the sky. Your Starlink needs a clear view of the sky so it can stay connected with satellites as they move overhead. Objects that obstruct the connection between your Starlink and the satellite, such as a tree branch, pole, or roof, can cause service interruptions.

If you cannot find a clear field of view from the ground level, consider installing it in an elevated location, like a roof, pole, or wall. Additional mounts and accessories are available for purchase via CSL.

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Step 3. Installation

Ready to connect

Standard data users: ensure you are at the address registered of the terminal or the airtime may not activate.

Mobile data users: Activate your terminal anywhere.

Give us a call: Call us at +44 (0) 1895 474 474 opt 7, to let us know your installation is about to begin. Request for your account to be activated, this activates your airtime, usually within 15 minutes (but can take up to an hour). You will need to quote the KIT or A number of your terminal; this is found on a sticker on the back of your Starlink dish.

Cabling

1. Connect the terminal to the ethernet adapter using the ethernet cable.
2. Put the Starlink terminal into the base, being careful not to trap any cabling.
3. Connect the ethernet adapter to the router (if an ethernet adapter is not required the router can be connected directly to the terminal).
4. Connect the power cable to the router and power.
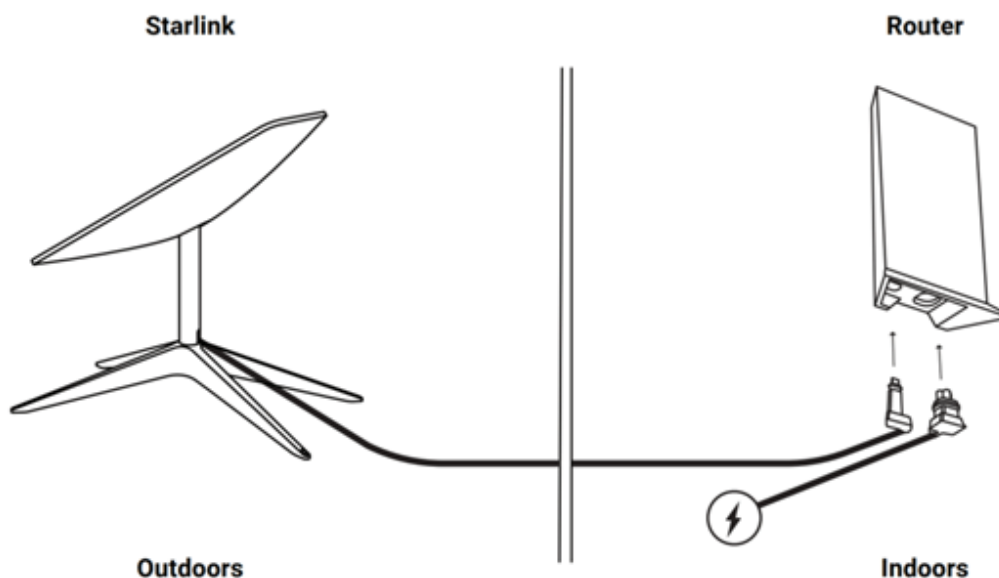
Orientation

1. Starlink will automatically level itself to search for satellites overhead. Do NOT attempt to manually adjust your Starlink.
2. After a few minutes, Starlink will make an initial connection to the Starlink constellation and tilt to the optimum angle for satellite coverage.
3. If the terminal does not move from the stowed position after several minutes,
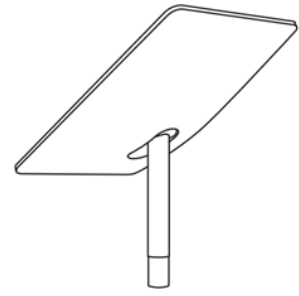
check the cabling and power cycle the unit.
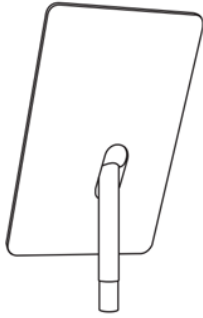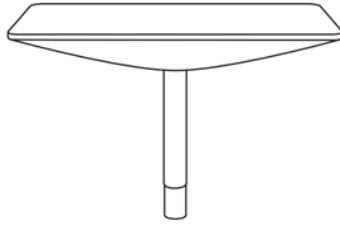
Stowed — Intializing   →   **Auto-Level — Sky Searching**   →   **Auto-Tilt — Connected to Internet**
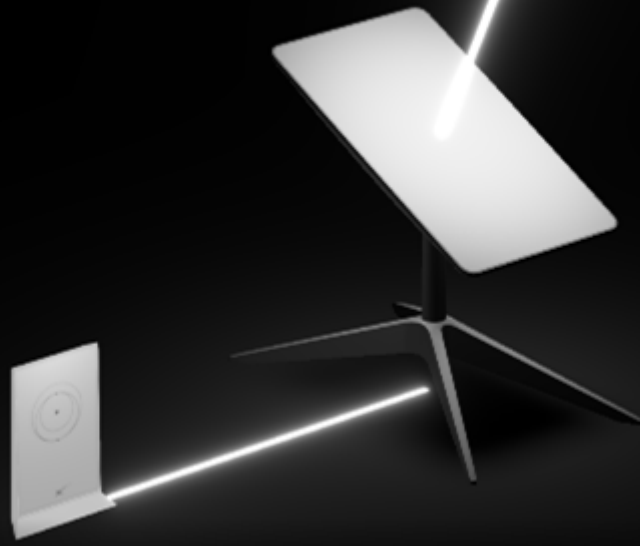
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Step 4. Connect and Manage

1. Open the Wi-Fi settings on your phone. You should see a new wireless network called STARLINK, STINKY, or DISHY. Connect to it to proceed.
2. Open the Starlink app. The app will prompt you to set up the Wi-Fi by adding an SSID and password of your choice. Keep a record of this as this password is not stored by CSL.
3. Once you have set up an SSID and password. You just need to join the network name and add the password. You are now connected.
4. If prompted by the app, ensure any updates are applied.
5. Optional, connect any devices using the ethernet adapter.

Note: there is some functionality in the app that requires the user to be logged in to an account. This account is managed by CSL on your behalf so please contact us if you need any of this functionality activated.

ONLINE ●

STATISTICS ⟩

NETWORK
2 devices ⟩

OBSTRUCTIONS ⟩

SPEED TEST ⟩

SETTINGS ⟩

SUPPORT ⟩

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Step 5. Troubleshooting

Unable to connect:

1. Ensure there is a clear line of sight to the sky with no obstructions.
2. Open the Starlink App to check for any alerts, outages, or obstructions. Follow the prompts in the app to resolve these.
3. Check the Wi-Fi router light on the bottom of the router is on.
4. Make sure everything is securely plugged in and there is no damage to hardware or cables.
5. Confirm you are at the correct service address listed on your account if using fixed airtime.
6. Power cycle Starlink by unplugging from the power and then plugging back in.
7. If none of these works, contact CSL Customer Support.

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Step 6. Wi-Fi Bypass (Optional)

If you require the Wi-Fi router to be hidden and unsearchable you have two options.

1. Hidden network – the Wi-Fi will still work for connected devices but will not be visible/searchable.
2. Wi-Fi Bypass – The Wi-Fi router is completely bypassed and only Ethernet connections will be enabled via the Ethernet adapter.

Simply give us a call at +44 (0) 1895 474 474 opt 7, and let us know which of the above you would like applied.

Note. The hidden network option is reversible by simply calling into our helpdesk. The Wi-Fi bypass option will require a reset of the unit to reverse but this does involve reconfiguring the SSID and password for the router.

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Technical Specifications

Standard Terminal

For Static use-cases

Antenna	Electronic Phased Array
Field of View	100°
Orientation	Motorised Self Orienting
Dish Weight	2.9 kg (6.4 lbs) without Cable 3.6 kg (7.9 lbs) with 15.2 m (50 ft) Cable
Environmental Rating	IP54
Operating Temperature	-30°C to 50°C
Wind Speed	Operational: 50 mph+
Power Consumption	Average: 50-75 W
LAN	RJ45

High-performance (HP) Terminal

For mobile use cases

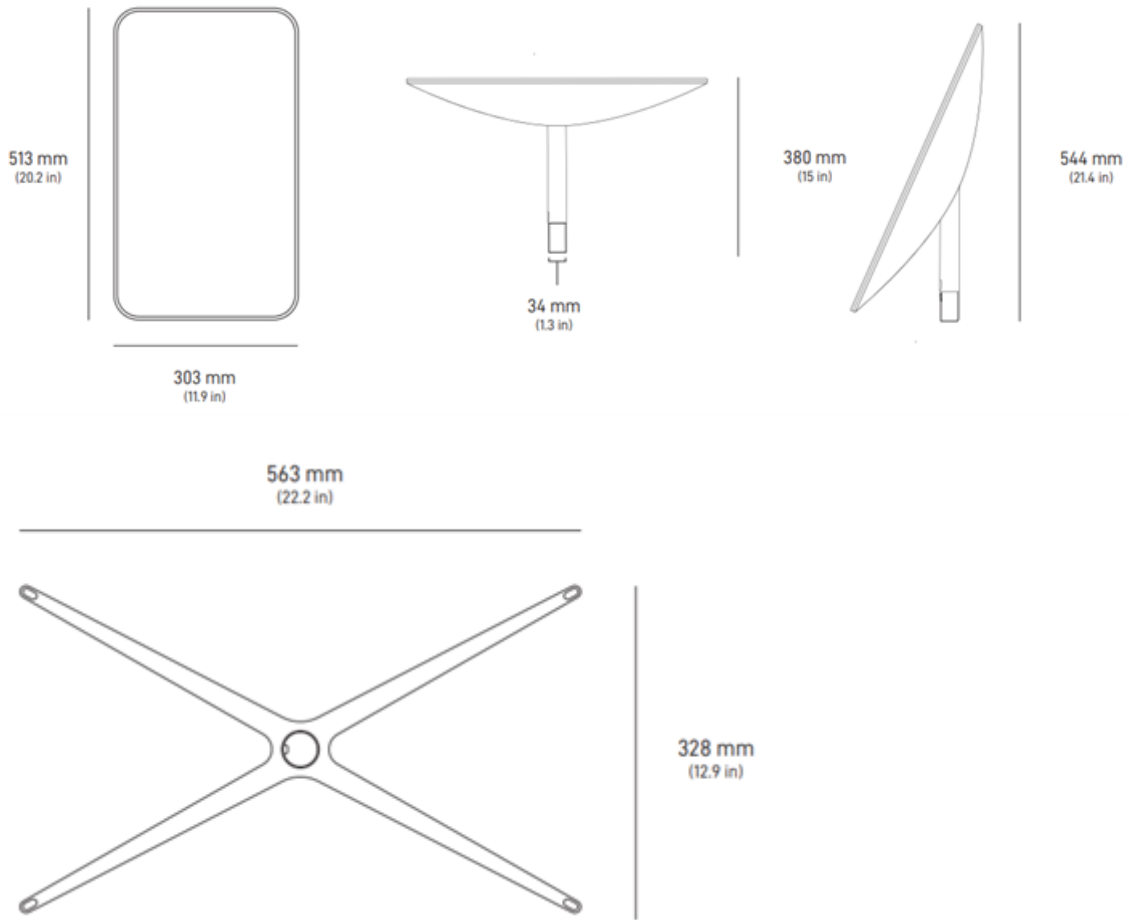| Antenna	Electronic Phased Array
Field of View	140°
Orientation	Motorised Self Orienting
Dish Weight	6.9 kg (15 lbs) without Cable 9.4 kg (21 lbs) with 25 m (82 ft) Cable
Environmental Rating	IP56
Operating Temperature	-30°C to 50°C
Wind Speed	Operational: 50 mph+
Power Consumption	Average: 110-150 W
LAN	RJ45

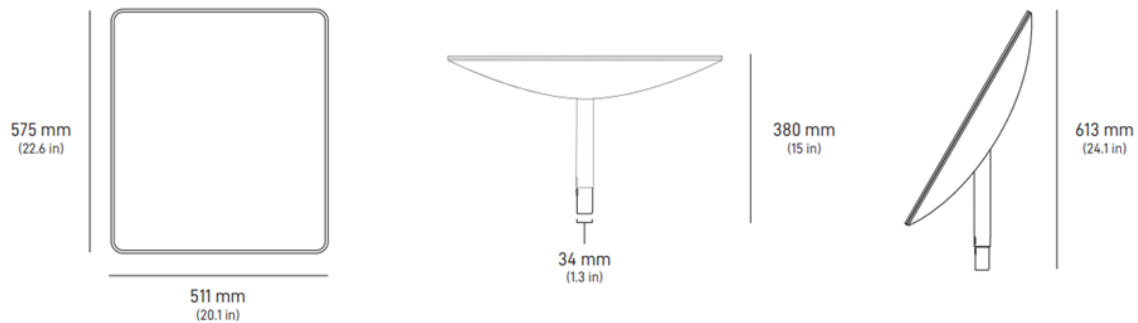## Wi-Fi

Wi-Fi is Optional and can be bypassed.

Wi-Fi	802.11ac Dual Band
Generation	Wi-Fi 5
Radio	Dual Band -3 x 3 MIMO
Operating Temperature	-30°C to 50°C
Weight	1kg
Security	WPA2
Environmental Rating	IP54

Dimensions

Standard Terminal

513 mm
(20.2 in)

303 mm
(11.9 in)

34 mm
(1.3 in)

380 mm
(15 in)

544 mm
(21.4 in)

563 mm
(22.2 in)

328 mm
(12.9 in)

High Performance Terminal

575 mm
(22.6 in)

511 mm
(20.1 in)

34 mm
(1.3 in)

380 mm
(15 in)

613 mm
(24.1 in)

560 mm
(22 in)

560 mm
(22 in)