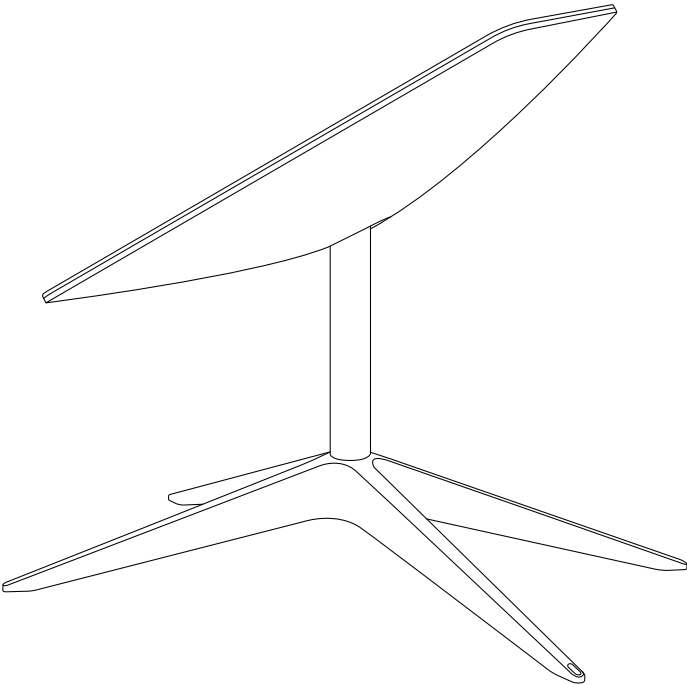


Starlink Install Guide

ENGLISH



Find A Clear 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, will cause service interruptions.



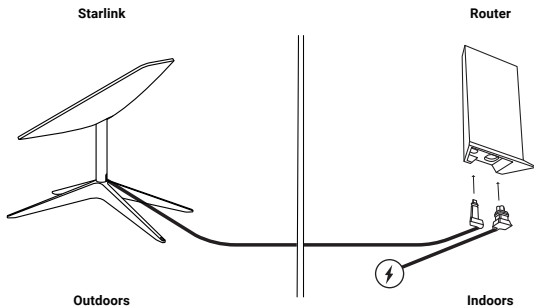
To find a location with a clear view of the sky:

1. Download the Starlink App.
2. Use the “Check for Obstructions” tool to find an install location that will deliver the best service.
3. For best results, Starlink should be installed as close to vertical as possible.

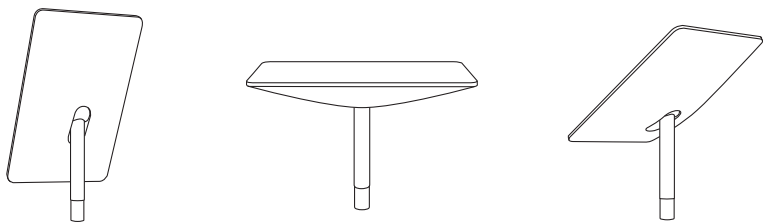
If you could not find a clear field of view from the ground level, consider installing in an elevated location, like a roof, pole, or wall. Additional mounts and accessories are available for purchase on the Starlink Shop.

Plug Starlink In

1. Put Starlink into base and plug into power.



2. Starlink will automatically level itself to search for satellites overhead. **Do NOT attempt to manually adjust your Starlink.**
3. After a few minutes, Starlink will make an initial connection to the Starlink constellation and tilt to the optimum angle for satellite coverage (slightly north or south based on your location in the northern or southern hemisphere).



Stowed – Initializing



Auto-Level – Sky Searching



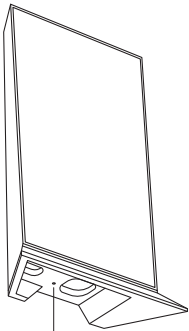
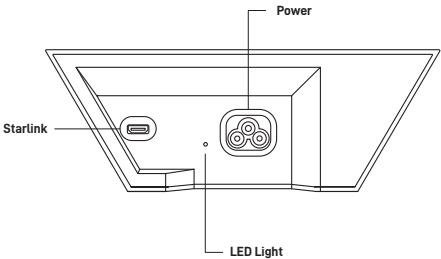
Auto-Tilt – Connected to Internet

Connect to WiFi

1. On your device, find and connect to the STARLINK network in your WiFi settings.



2. Once connected, a browser window will open prompting you to enter a new SSID (Network name) and password. This step is optional but recommended.
3. You are now connected! Open the Starlink App to customize additional settings, check your connection, and more.



Solid light: Power connected.

No light: No power connected.

Can't Get Online?

1. Open the Starlink App to check for any alerts, outages, or obstructions.
2. Check the WiFi router light.
3. Make sure everything is securely plugged in and there is no damage to hardware or cables.
4. Confirm you are at the correct service address listed on your account.
5. Power cycle Starlink by unplugging from power and then plugging back in.
6. If none of these works, contact **Starlink Customer Support** by logging into your account on starlink.com.

For Further Assistance

Find answers to frequently asked questions, installation education, and additional troubleshooting in the Starlink App and the Support section of starlink.com.

INSTALLATION CONDITIONS

⚠ **CAUTION!** If you are uncomfortable with any part of the installation process, do not attempt - contact a professional to install your Starlink. Starlink is not responsible for injury or damage to property caused by the installation process.

Kit Installation for Use on Moving Vehicles.

⚠ **CAUTION!** Take extra care if installing a Starlink for being used on a moving vehicle or vessel. Ensure that the mount is installed firmly on a structurally sound, horizontal surface away from other equipment to give your Starlink a clear view of the sky. Equipment falling off the vehicle due to poor installation practices can cause serious accidents resulting in bodily injury, do not mount the Starlink on any vehicle or vessel if the mount structure is not stable, or if it cannot be properly secured as described in this guide. Ensure the installation on vehicle or vessel is compliant with local Department of Transportation or maritime regulations.

⚠ **WARNING!** Mounts are not designed for high winds, hurricane or tornado wind loads. Tethering should be used in all cases to prevent failure in an unexpected wind event. See installation instructions before connecting this equipment to the input supply.

⚠ **WARNING!** To avoid personal injury and/or damage to the property when drilling, take caution and follow basic safety procedures, including:

- Wear appropriate eye, hand, and face protection.
- Avoid studs, electrical wiring, and water lines when drilling. Drilling into any of these can lead to fire, shock, injury, or death.
- Drill at a slight downward angle from the home interior to the home exterior and thoroughly apply sealant. Improper drilling and sealing may lead to water and/or bug intrusion and/or damage.