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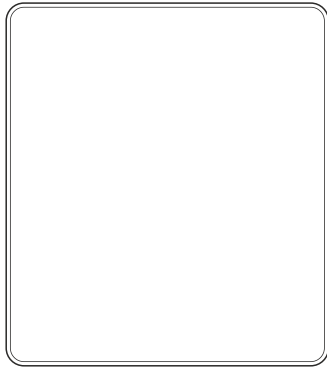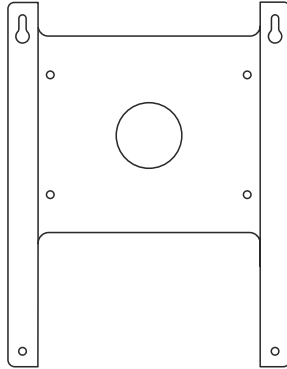support@globalsatellite.us | webcontact@globalsatellite.us www.globalsatellite.us
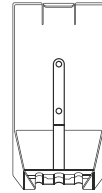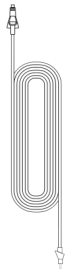
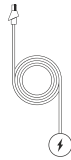## What's In The Box

Dish

Wedge Mount

Power Supply

Power Supply Mount

Starlink Cable
25 m
(82 ft)

Ethernet Cable
5 m
(16.5 ft)

AC Cable (Power Supply)
1.8 m
(6 ft)

Sealing Washers
4x

Washers
8x

Lock Nuts
4x

Screws
4x

Wall Anchors
4x

Machine Screws
4x
38.1 mm (1.5 in)
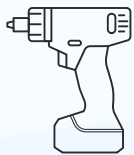
Socket Head Bolts
2x
13 mm (1/2 in)

Shoulder Bolts
2x
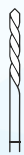
Thread Locker

Silicone Sealant

Recommended Tools

Drill / Impact Driver

Drill Bit
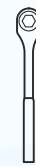6.5 mm (1/4 in)

Drill Bit
8 mm (5/16v in)

Pencil

7/16 in
Socket

7/16 in Wrench

Philips Head
Screwdriver

Socket Wrench
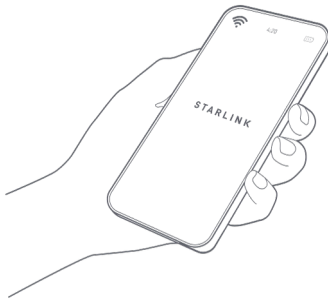
5/32 in Hex Key

3/16 in Hex Key

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1 | Download the Starlink App

Scan the QR code to download the Starlink App.

setup.starlink.com

2 | Mounting Location

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. Use the obstruction tool in the App to ensure you have selected a suitable mounting location.

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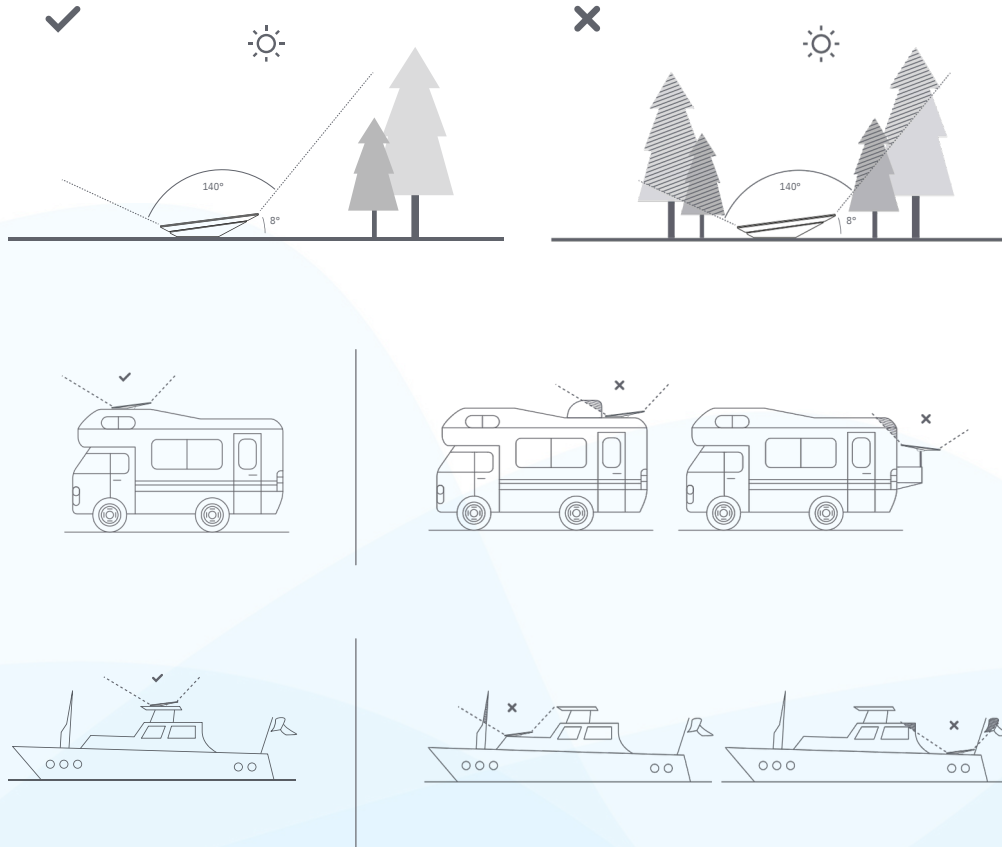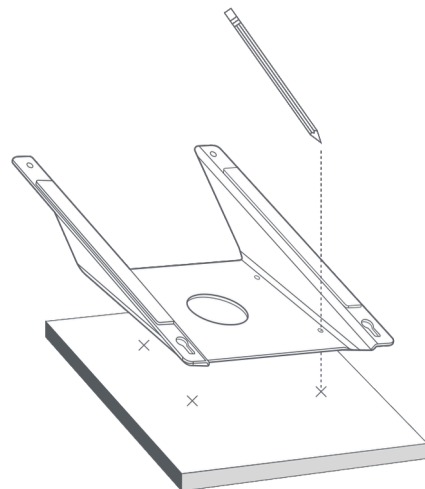✉ support@globalsatellite.us | webcontact@globalsatellite.us 🌍 www.globalsatellite.us

support.starlink.com

3 | Mark the Pilot Holes

Mark the location of the four holes on your Wedge Mount using a pen or pencil.
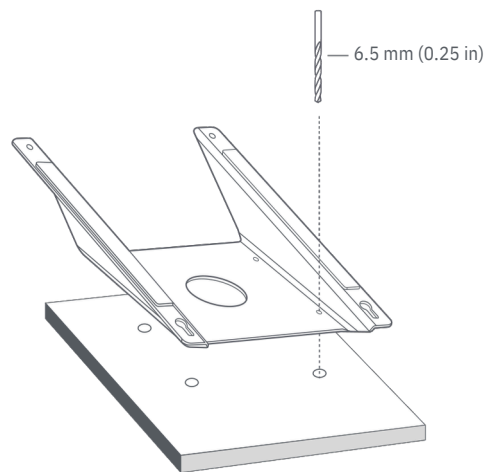
The included machine screws can accommodate mounting surfaces up to 11.44 mm (0.3 in) thick.

4 | Drill the Pilot Holes

Drill the holes with a 6.5 mm (0.25 in) drill bit.

Remove burrs around holes and make sure the surface is free of debris.

— 6.5 mm (0.25 in)

5 | Apply Sealant and Screw in Mobility Mount

Place rubber washers over holes followed by mount. Install a washer on each of the four machine screws, liberally apply silicone sealant on the threads, and insert screws through mount and pre-drilled holes.

Install a washer and nut on the end of each machine screw and secure mount to surface. Use a 7/16 in socket and wrench to tighten screws to snug plus 1/4 turn. Do not overtighten.
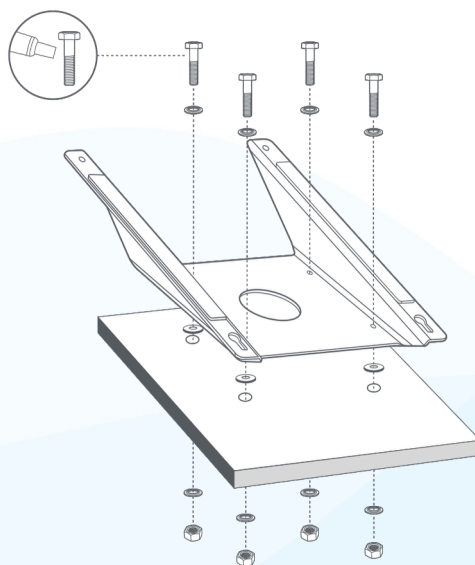
6 | Install Shoulder Bolt

Install shoulder bolts into threaded holes near the cable port. Use a 5/32 in hex key to tighten bolts to hand tight.
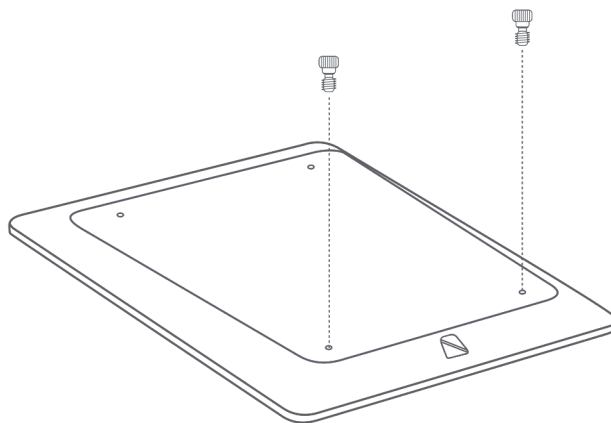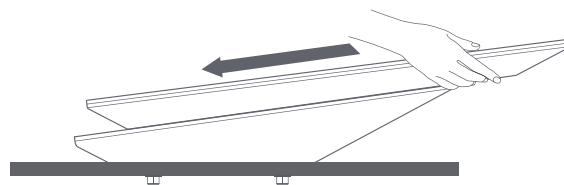
7 | Lock Starlink onto Mount

Align shoulder bolts into the keyway on the bottom of the mount. Push down and slide Starlink forward to lock into place.

Once secured, fully tighten shoulder bolts.

8 | Secure Starlink

Wet threads of the 12.7 mm (0.5 in) socket head bolts with thread locker and install into the two remaining holes to secure Starlink. Use the 3/16 in hex key to tighten screws to snug plus 1/4 turn. Do not overtighten.

Ensure you are using the 12.7 mm (0.5 in) length bolts. Longer bolts can damage Starlink.

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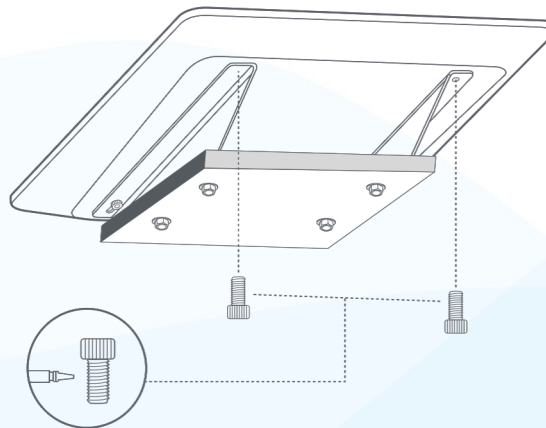
9 | **Connect and Align Starlink**

Plug the Starlink cable into the port on the bottom of the Starlink. Ensure the cable is fully plugged in and push the latch into locking position until you hear or feel a click.
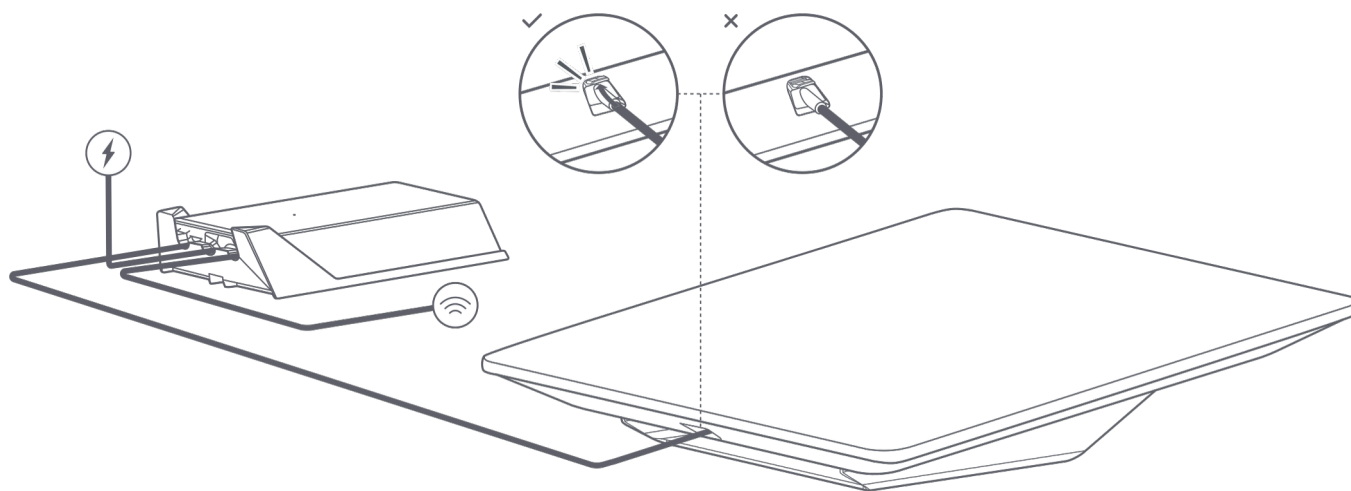
If you have a Starlink router, step through the Starlink install process on the Starlink App.

If you have a compatible third-party router, follow the router's set up instructions.

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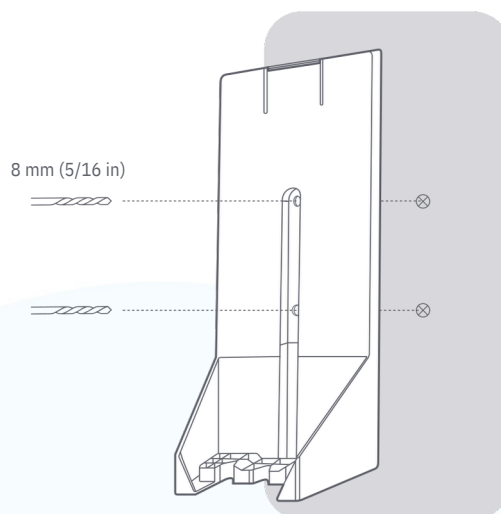
1 | Mark Pilot Holes

Remove the power supply from its mount and select a mount location no more than 1.8 m (6ft) away from your power source.

Mark the location of the two holes on your Power Supply Mount using a pen or pencil.
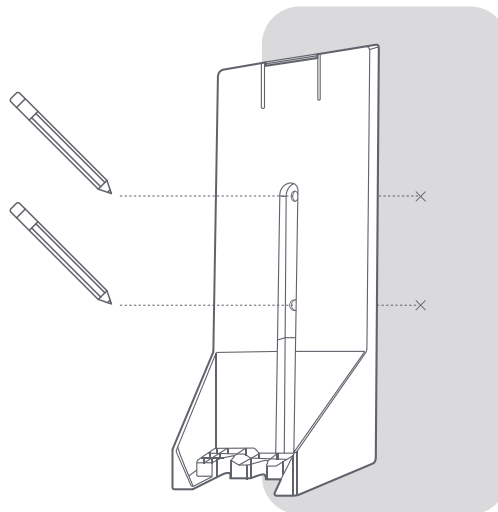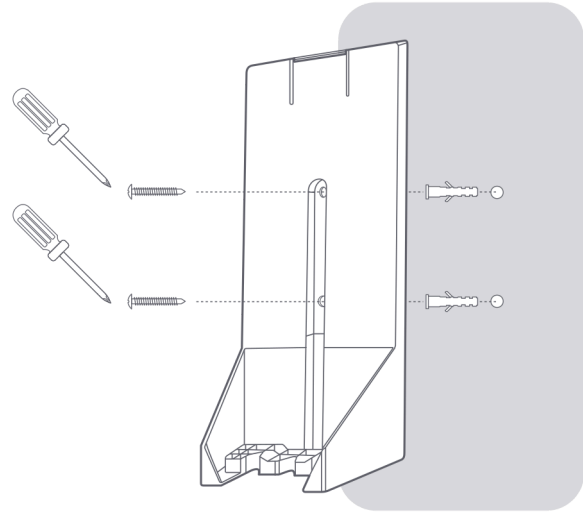

2 | Drill the Pilot Holes

Drill the holes with a 8 mm (5/16 in) drill bit.

8 mm (5/16 in)

3 | Install Anchors and Mount

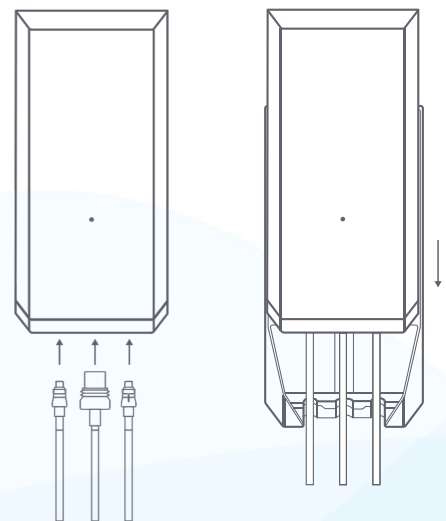Push anchors into holes until flush with the wall.

Place the wall mount over the anchors and screw the mount into the wall until securely attached.

4 | Plug In Cables and Power Supply

Plug the Starlink, AC and Ethernet cables into the power supply. Slide the power supply into the mount, making sure the top clip snaps into place.

Finish installation by routing the Ethernet cable to your router install location, connect to router and plug in router and power supply into your power source.

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Setup Instructions

.Connect your device to the Starlink Wi-Fi network

- **SSID:** Starlink
- **Password:** Password1$

Basic Troubleshooting

No Signal / Offline:

- Check if the dish has a clear view of the sky.
- Ensure the power supply is properly connected and the router is powered on.
- Restart the Starlink app and check for firmware updates.

Slow Speeds:

- Ensure no obstructions are blocking the dish's line of sight to satellites.
- Restart the router and check for local network congestion.

No Wi-Fi:

- Confirm that the Gen 3 router is connected to the power supply and is powered on.
- Check the Wi-Fi settings in the app to ensure the network is enabled.

Dish Not Moving:

- Ensure the power supply is connected properly.
- Try rebooting the system by disconnecting and reconnecting the power source.

App Not Connecting:

- Ensure your mobile device is connected to the STARLINK Wi-Fi network.
- Restart the app and ensure you are using the latest version.

Contacting Technical Support

- If you experience technical issues, loss of connectivity, or equipment malfunction, please contact support:

  - **Email :** support@globalsatellite.us
  - **Phone :** +212 660-791794

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