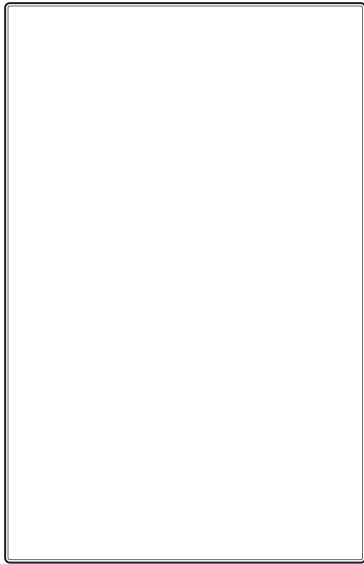
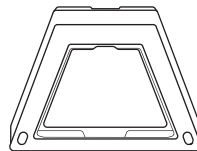


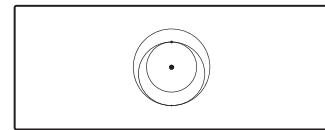
## What's In The Box



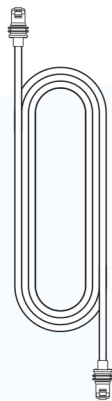
Standard



Kickstand

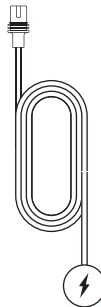


Gen 3 Router



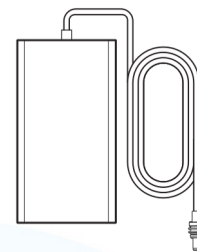
Starlink Cable

15 m  
(49.2 ft)



AC Power Cable

1.5 m  
(4.92 ft)

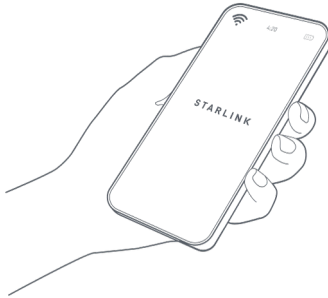


Power Supply Unit

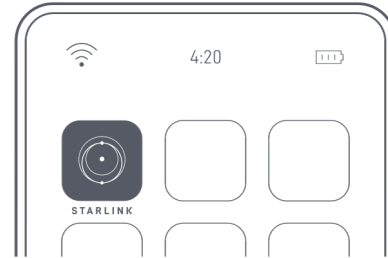
1.5 m  
(4.92 ft)

## 1 | Download the Starlink App

Scan the QR code to download the Starlink App.



setup.starlink.com

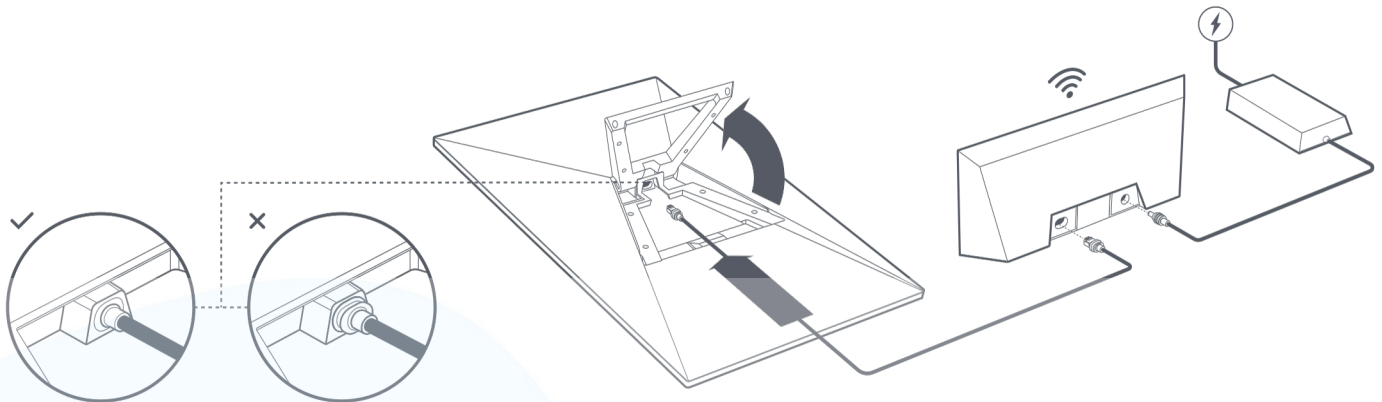


## 2 | Install the Cables

Lift the kickstand and plug one end of the provided cables into your Starlink with the cable locking feature facing up. Ensure the plug is fully inserted such that the plug face is flush with the surface. To remove cable, pull firmly outward as there is no release tab.

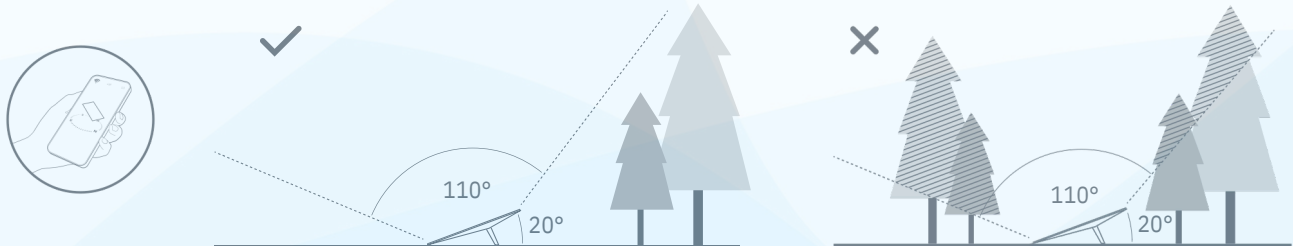
Route the other end of the Starlink cable to your Router and plug it into the port number 1 indicated with the antenna symbol on the back of the router.

Plug the Gen 3 Router into a power outlet using the power cable and power supply.



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

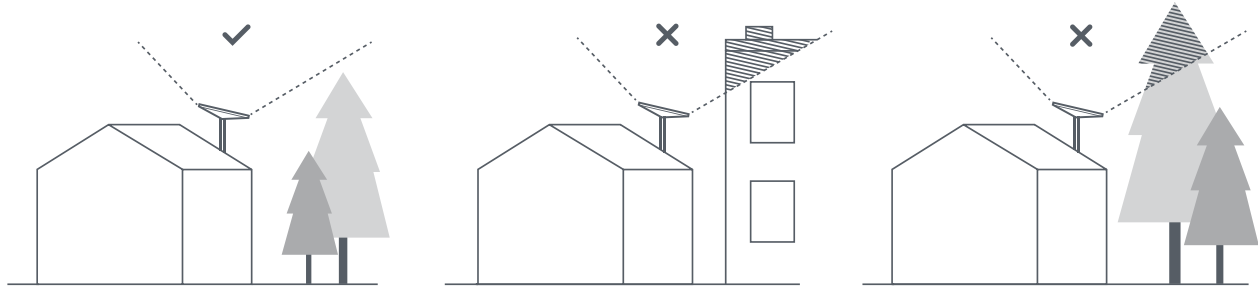


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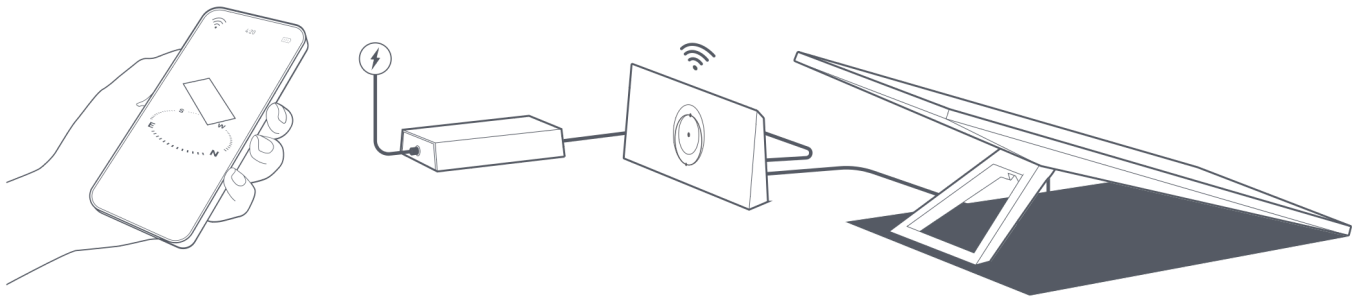
support@globalsatellite.us | webcontact@globalsatellite.us | www.globalsatellite.us

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.



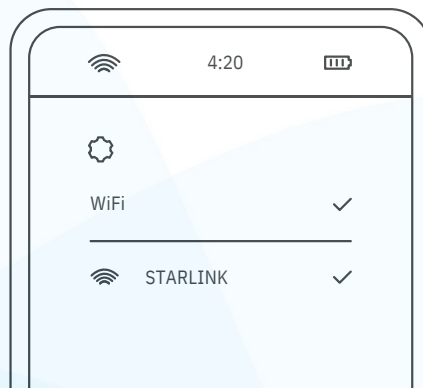
## 4 | Connect and Align Starlink

Step through the Starlink install process on the Starlink App. Once connected, an alert on the App will show if you need to rotate Starlink to be properly aligned. Click the alert to use the alignment tool.



## 5 | Connect to WiFi

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

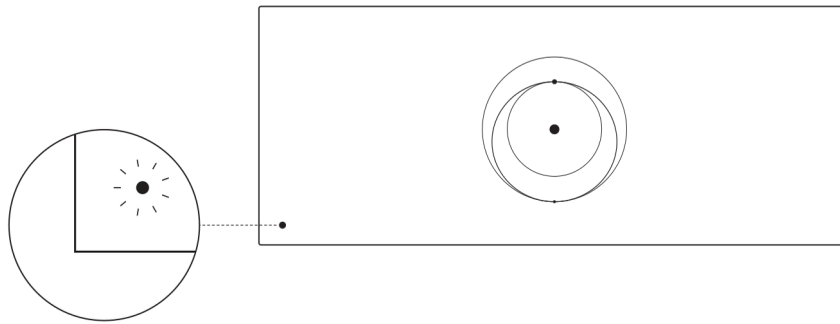


2. Once connected, a browser window will open prompting you to enter a new SSID (Network name) and password. This step is optional but recommended.
3. You are now connected! Open the Starlink App to customize additional settings, check your connection, and more.

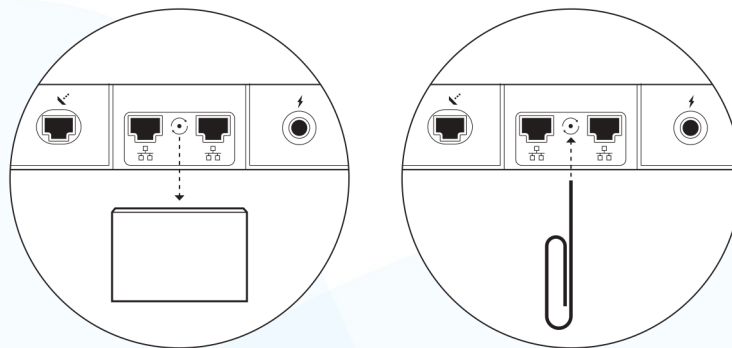
## Can't Get Online?

1. Open the Starlink App to check for any alerts, outages, or obstructions.
2. Check the WiFi router light.

<b>Flashing White Light</b>	Trying to connect. The light will turn solid white when setup is complete and the router is connected to the internet, or solid red if the router cannot get a connection to the internet in 20 minutes.
<b>Solid White Light</b>	Connected to internet. Will turn off after 1 hour.
<b>No Light</b>	No power to router. With good connection, the light will turn off after 1 hour.
<b>Red Light</b>	Not connected to the internet.
<b>Violet Light</b>	Router is in bypass mode. Will turn off after 1 hour. Factory reset required to exit bypass mode.



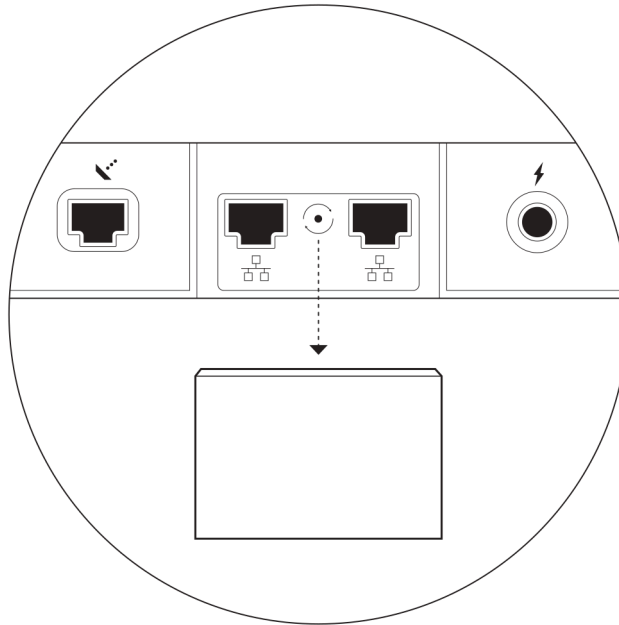
3. Make sure everything is securely plugged in and there is no damage to hardware or cables.
4. Power cycle the router by unplugging from power and then plugging back in.
5. Factory reset the router by pushing the reset button with a paper clip.



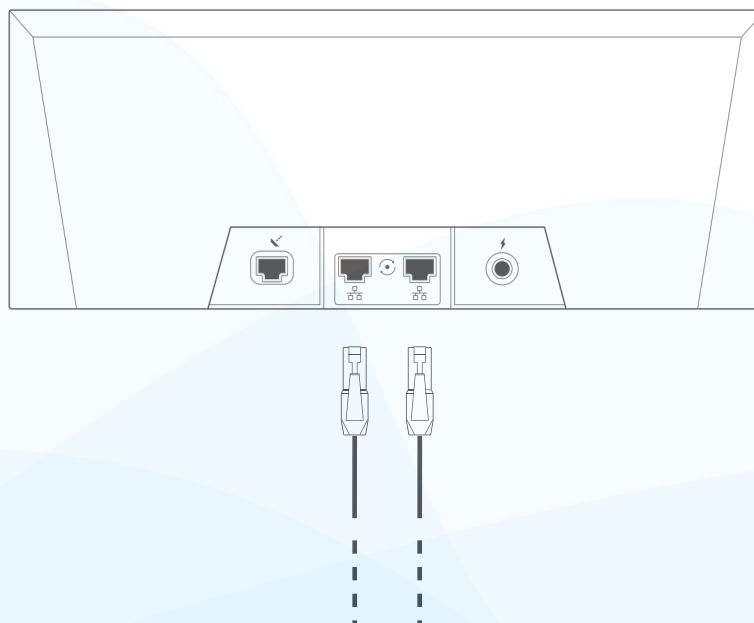
6. If none of these work, contact Global Satellite Customer Support at [support@globalsatellite.us](mailto:support@globalsatellite.us)

## Using the Extra RJ45 Ports

1. Remove the RJ45 cover.



2. Plug in your own ethernet cable to port 1 or 2. Connect the other end of your cable to your wired mesh or 3rd party hardware.



## Setup Instructions

### .Connect your device to the Starlink Wi-Fi network

- **SSID:** globalsatellite
- **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](mailto:support@globalsatellite.us)
- **Phone :** +212 660-791794



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