Starlink
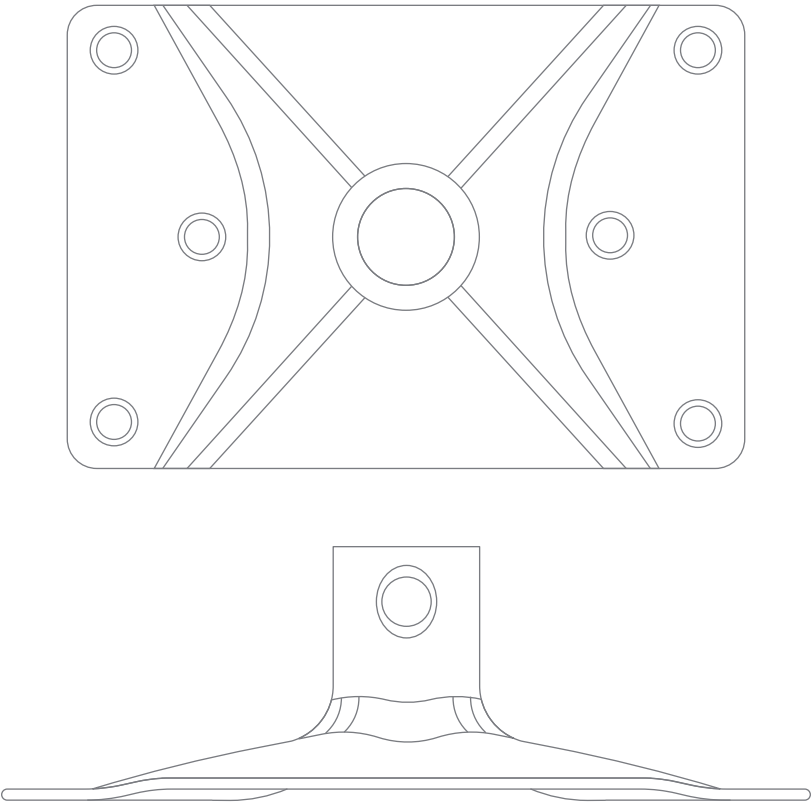# Volcano Mount

The power supply and router are restricted to indoor use only.

Energized and moving parts may be inside the system. Ensure the power is disconnected before accessing, moving, or installing the Starlink (aka "Dishy McFlatface") to avoid impact with equipment. Replace and secure the Starlink before powering on the equipment again.

To reduce the risk of fire, electrocution, electric shock, and injury to persons, always follow basic safety precautions, including the following:

- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect the power from the power source by unplugging the power cord from the AC outlet.
- If the power cord has a 3-pin attachment, plug the cord into a grounded (earthed) 3-pin outlet.
- Do not operate this product with a damaged power cord set. If the power cord is damaged in any manner, replace it immediately. Damaged cords may result in user exposure to hazards.
- Only use the AC adapter and power cord provided with the system or purchased from SpaceX.

To reduce the possibility of heat-related injuries or of overheating the product, do not obstruct the airflow or place the product directly on carpet / rug. Use the product only on a hard, flat surface.

During operation, do not allow the AC adapter to contact the skin or a soft surface, such as carpet/rug or clothing. The product and the AC adapter comply with the user-accessible surface temperature limits defined by applicable safety standards.

Roof penetrating mounts are inherently risky in terms of leakage and should be installed by a professional if uncomfortable with the process. To minimize this risk, the Starlink should be mounted on an overhang. Starlink is not responsible for damage to property caused by the installation process.

Potential Safety Conditions Notice
If you notice any of the following conditions or if you have any other safety concerns, do not use the equipment: crackling, hissing, or popping sounds; strong odor or smoke coming from any parts of the system. It is normal for these conditions to appear when an internal electronic component fails in a safe and controlled manner. However, these conditions may also indicate a potential safety issue. Do not assume it is a safe failure. Turn off the system, disconnect from the power source, and contact Starlink technical support for assistance.
For more safety, regulatory, labeling, and disposal information, refer to the Regulatory Notices in the main internet kit.

Box Contents
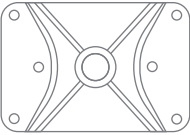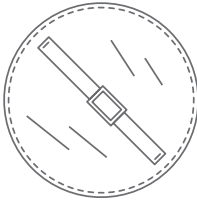
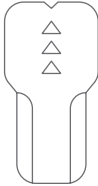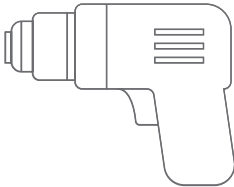| Volcano Mount | Carrying Bag | Sealing Tape Strips | Sealing Tape Squares | Lag Bolts 6x | Wall Clips |

Additional Items Needed

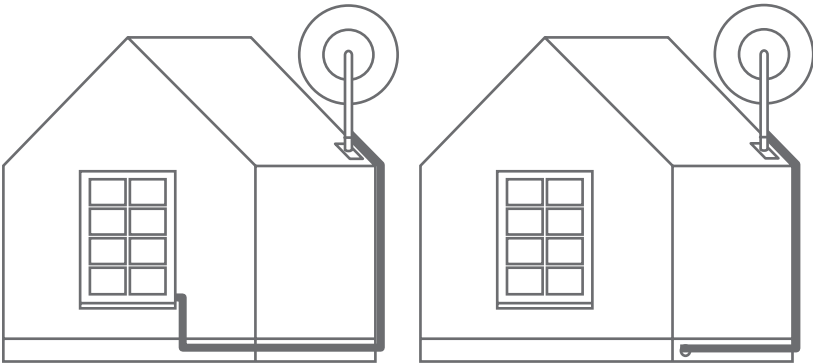| 1/2 in. Socket Wrench | 5/32 in. Drill Bit | Stud Finder | Drill |

Find A Spot

Clear view (100 degrees) of the northern sky over the perimeter of rooftop.
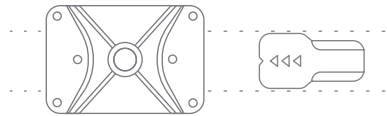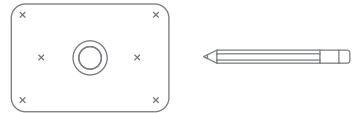

Choose A Route

⚠ Avoid placing the Starlink above livable areas. The Starlink should ideally be installed on an overhang.
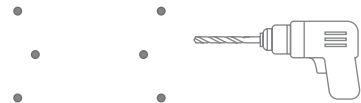
Install Instructions

1. Find stud on roof using a stud finder

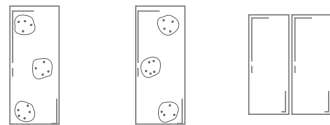2. Place mount over stud and mark six circles on roof.

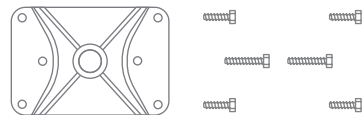3. Drill pilot holes into the six marked circles.

4. Create six oversized balls from the sealing tape squares and press over each hole, overlapping the edges.
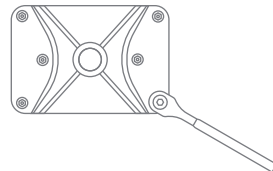
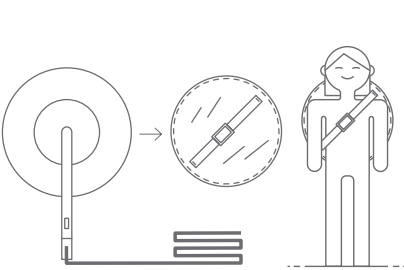5. Set the two sealing tape strips over the six holes where the volcano mount will sit.

6. Line the six holes on the mount over the six pre-drilled holes. Starting with the center holes, drive lag bolts ~90% in.
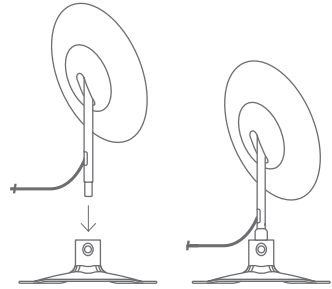
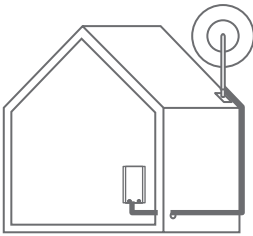7. Use the socket wrench to tighten lag bolts to be snug plus 1/4 turn.

Install Instructions

8. Place the Starlink and cable into the carrying bag and carry to the install location. Do not set the Starlink directly onto roof.

9. Place the mast of the Starlink into the hole at the center of the mount.

10. Unravel your connected cable coil. Route the loose end into your home and connect to the power supply.
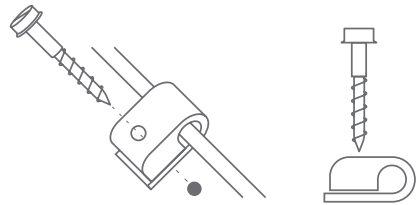
11. Use wall clips to fasten the cable to the wall along your route. Avoid puncturing cable and sharp bends, and follow horizontal/vertical lines.

⚠ Never set the Starlink directly onto roof. Directly place the Starlink into mount and remove carrying bag.

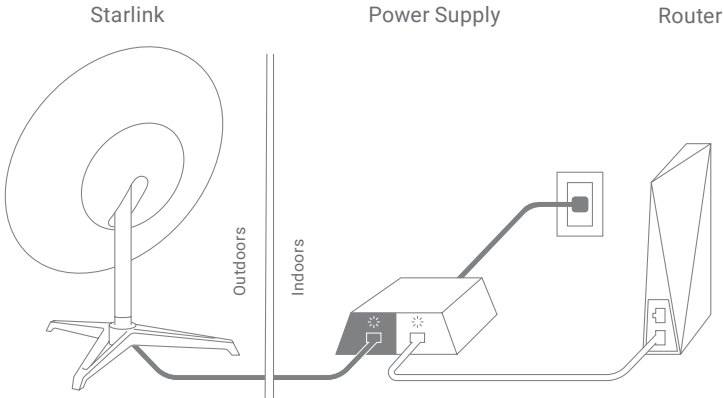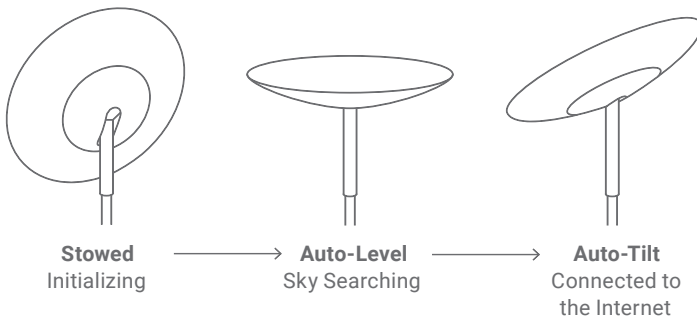# Plug Everything In

Do not manually tilt the Starlink, it will automatically point itself towards the sky shortly after connecting to power source.

Starlink   Power Supply   Router

Outdoors | Indoors

Connecting to Satellites

Stowed
Initializing

⟶

Auto-Level
Sky Searching
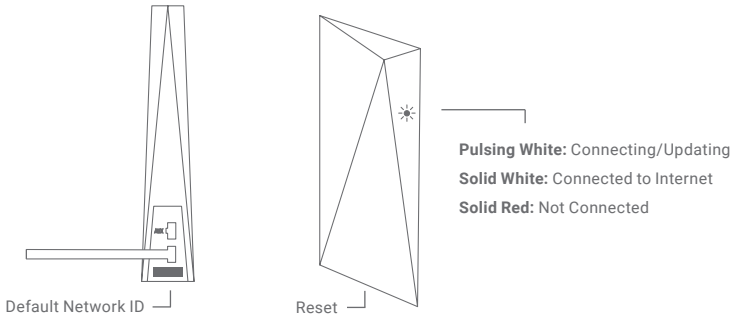
⟶

Auto-Tilt
Connected to
the Internet

ⓘ Ensure your hands and other objects are out of the way of the   Starlink . If the Starlink does not connect to the internet within 30 minutes, power cycle by unplugging and reconnecting the black cable to the power supply.

Connect to Wi-Fi

Once the LED is glowing solid white or red, use your Wi-Fi enabled device to connect using the Network ID printed on the back of the Wi-Fi router.

Pulsing White: Connecting/Updating

Solid White: Connected to Internet

Solid Red: Not Connected

Default Network ID   Reset

Can't Get Online?

1. Power cycle the Starlink/router by unplugging the power supply for 30 seconds.
2. Check that your mounting location is correct:
   - Does the Starlink have a clear view of the sky?
   - Are you installing your Starlink at the address you used when placing your order?
3. If none of these work, contact Starlink Customer Support by logging into your account on starlink.com.

Change Network ID/Password

1. If you already have a network ID/password set up, press the reset button at the bottom of your router. If not, skip this step.
2. When connected to the network, open a browser window on any device and follow the instructions.
3. Wait ~2 minutes and rejoin network with your personalized credentials.

ⓘ   Prefer a hardline connection over Wi-Fi? Connect by plugging your computer directly into the upper port of the Wi-Fi router (ethernet cable not included) or into the white port on the power supply.