STARLINK INSTRUCTIONS

PLEASE READ THE ENTIRE SET OF INSTRUCTIONS & INFO PRIOR TO YOUR RENTAL PERIOD.

1. Download the Starlink Mobile Device App (Cell Service or Wi-Fi Needed)

Before leaving cell service or Wi-fi, download and install the Starlink App on your mobile device.

The app plays a critical role in managing your Starlink internet and is vital during the setup stages, as it configures various settings and helps troubleshoot any problems encountered by Starlink during operation.

2. Check for Obstructions at Your Setup Location

The Starlink dish needs a clear view of the sky, requiring around 100 degrees of sky-field. Obstructions are a hindrance to its effective functioning and can greatly reduce performance; thus, it's best to check for obstructions before installation.

Obstructions include anything that blocks receiving or sending signals, such as trees, buildings, etc. In some cases, you might have to find a different location with less/no obstructions.

Checking for obstructions is simple using the Starlink App. The obstruction tool will use your phone's camera to scan the sky for anything blocking the signal. After finishing the scan, you'll be offered the results showing whether that location will work. To accomplish this, stand over the mounting location and tap on 'Check for Obstructions'. Scan from as close to the exact position and height as the dish will be placed.

3. Unpack the Starlink Hardware Kit

- Dish (antennae)
- Mounting Base
- 50' Transmission Cable
- Wireless Router
- Wireless Router Power Cord
- Extension Cord (available upon request)

4. Assemble & Install the Dish

Assemble the components of the dish, starting with placing the dish in your decided location with your mount. The connection is at the bottom of the mast, and the cable has 2 different ends.

The straight end plugs into the dish. *Thread the cable through the base first* and ensure the connector is fully seated (you should hear a click). Proceed to insert the pole into the mounting base, letting the 2 spring-loaded tabs lock into place.

5. Run the Cable

Once the dish is in position, direct the cable to the router. The router should be kept indoors and out of the elements.

6. Plug Everything In

After you've determined your dish location, assembled the product, and directed the cable – without plugging into the power source – proceed with connecting the remaining cables. The elbow end of the transmission cable enters the bottom of the router. The other port is for the power adapter.

Your final connection should be plugging the router into your power source. Be sure the dish has ample room to rotate while searching for satellites because once plugged in, the dish and router will automatically power up. ***Do not*** *try to move, aim, or align the dish manually, as doing so could break the device!* Provided the dish mast is nearly upright and there are no blocks, Starlink will inevitably find satellite connections.

7. Connect to Starlink

Upon the router powering on, the initialization process will also begin. After waiting a few minutes, open the Wi-Fi settings on your mobile device. You should see a the Starlink wireless network pop up. We have provided the network and password information labeled on the router.

8. After Use, Return Dish to 'Stow' Position for Transport

When finished using the Starlink rental*, you will need to return the dish to its original transport position to properly pack it back into its transport-storage tote*. This is achieved using one of the following options:

Option 1. In the Mobile App or Desktop Browser:

Mobile App:

Use the option 'Stow' under Support, then unplug and store.

Desktop Browser:

Use http://192.168.100.1/support/stow, then unplug and store.

Option 2. If you're unable to access the dish via app or browser, use this method:

- Make sure the dish is plugged in. If it was not plugged in, you'll have to plug it in and wait 5 minutes for it to auto-level.
- **Take the dish out of the mount.**
- Hold the dish by the stem with the dish facing the ground (or place face down on a safe spot)
- Wait 30 seconds for it to automatically return to the 'Stow' position.
- Keep the dish face-down and unplug from power, then properly return it to the storage tote.
- If the dish does not stow itself, try again.

HELPFUL TIPS & INFO

Service Plans & Data Usage

- Base Mobile Priority Service Plan includes 50GB of Mobile Priority Data at $250/month and can be upgraded to a 1TB plan ($1000/month) or 5TB plan ($5000/month).
- If you use up your allotted data, you will still have internet, but service will automatically revert to standard data rather than priority data. This will likely slow down internet performance.
- If you run out of data and upgrade the plan mid-month, your already-used data will be subtracted from the amount to which you've upgraded, i.e., original plan of 50GB runs out, you upgrade to 1TB, you now have 950GB going forward.

Weather, Reach, Energy Conservation

- While built to be weatherproof, inclement weather can affect internet speeds. On rare occasions it can cause areal outages. Strong winds can cause dish vibration that can lead to signal distortion.
- During snow, there is a setting within the app for 'Snow Melt'. Operating temperatures are from -22F up to 122F.
- Starlink is wireless internet via satellite and not cellular data. Provided there are no obstructions, the Wi-Fi is rated at up to 2000sqft reach (approximately 55' reach in any direction).
- If you unplug the power to Starlink, it can take up to 15 minutes to come back online. For troubleshooting, it is better to initially unplug just the router.
- Starlink has a 'Sleep Mode' if you wish to conserve energy when not in use. This is a great option for those powered by a generator.

STARLINK RENTAL AGREEMENT

Terms & Conditions

Please read & initial in agreeance with each point

_____The client agrees not to share any of The Party Store's Starlink account information (i.e., log-in, password, credit card information) with anyone not included in this contract, at any point in time, during or after their rental period.

_____Because renting Starlink through The Party Store requires full access to The Party Store's Starlink account via desktop browser or mobile application, the client understands and agrees that *the only change allowed to be made to The Party Store's Starlink account is the purchase of more data.*

_____Form of payment will already be assigned to The Party Store's Starlink account; thus, The Party Store will charge the client for any add-ons at the end of their rental period, upon their return of the Starlink hardware. *The client is not authorized to apply a personal form of payment directly to The Party Store's Starlink account.*

_____Payment for data upgrades, extended rentals, or any other miscellaneous and unpaid fees are due immediately upon receipt of the final invoice. All delinquent balances will accumulate a 10% fee of the balance due per week it's late.

_____After the rental's installation (if delivered) or departure from the store (if Out-the-Door), The Party Store is not responsible for troubleshooting the Starlink rental with or for the client. The Party Store is happy to help the client as much as possible during installation or at pickup but will not provide additional troubleshooting mid-rental. Client must defer to troubleshooting solutions accessible via the Starlink App.

_____Client agrees to return the Starlink rental to The Party Store properly packaged in its storage tote, in the manner it was originally supplied.

_____Client is responsible for any damage to The Party Store's Starlink hardware and agrees to cover any cost necessary for the replacement and/or repair of Starlink components.

_____Upon the return of The Party Store's Starlink hardware, client agrees to permanently log out of The Party Store's Starlink account. Under no circumstances may the client use The Party Store's Starlink account after the end of their rental period.

I, _____, hereby understand and agree to the Terms & Conditions of this rental agreement and understand that legal action can be taken against me should I not adhere to the above stated, initialed, and signed.

Client Signature:

Date Signed:

Parts Checklist

- ☐ Dish
- ☐ Mounting Base
- ☐ Router
- ☐ 50’ Transmission Cable
- ☐ Power Cord
- ☐ Instructions Packet
- ☐ Extension Cord (optional)
- ☐ Red 12-gallon Husky Cleartop Transport Tote
- ☐ Foam Padding x3 pieces (bottom liner, mid-sheet, top)