

Starlink App 101

Quick Reference Guide



MOMENTUM

STARLINK

Getting Started

What Is the Starlink App?

In addition to the physical dish and router that you'll get in the Starlink starter pack of equipment you purchased, you will also want to get the Starlink App to assist you with the setup. The app is available at both the Google Play Store for Android and the Apple App Store for iOS devices. This application is your control center for Starlink.

In the Starlink App, you'll be able to create your account, get step-by-step assistance as you set up your dish, and access resources that SpaceX doesn't provide to the regular public on its website, like the ability to shop for Starlink accessories, check your own account billing, and review your system's performance metrics.

While access via the web is possible, the Starlink mobile app has one other big advantage over the browser version: You can access pretty much every feature remotely, allowing you to monitor your network, adjust the settings from anywhere, and troubleshoot any issues that come up.

Get Your Starlink Mobile App

Steps to log in via the Starlink Mobile App...

1. First, make sure you have downloaded the latest version of the Starlink app from your Service Provider, the [App Store](#), or the [Google Play Store](#). The latest version of the app often contains bug fixes for common issues.
2. Make sure that you are using a well-supported web browser.
 - On iOS, go to the device's settings and navigate to Safari Settings. Make sure that Safari is selected as the Default Browser App.
 - On Android, we recommend installing Chrome and making sure that it's set as the device's default web browser.
3. Make sure JavaScript is enabled in the default web browser.
 - On iOS, navigate to Safari settings and tap "Advanced". Make sure that "JavaScript" is toggled ON.
4. Make sure cookies are enabled in the default web browser.
 - On iOS, navigate to Safari settings and tap "Advanced". Make sure that "Block All Cookies" is toggled to OFF.
 - If something went wrong when logging into the app, please make sure you have third party cookies enabled, you're using a supported browser like Chrome or Safari, and your browser is not blocking redirects.
5. Make sure the device's operating system time is correct and set automatically.
 - On iOS, navigate to settings, then go to General > Date & Time and make sure that "Set Automatically" is toggled ON.
 - On Android, navigate to settings, then go to "Date & Time" (location may vary) and make sure that "Set time automatically" is toggled ON.
6. Make sure your device's operating system is up to date.
 - For IOS, operating systems older than iOS 14 may experience some issues.
7. Then once you have downloaded the app - create your account and log in.

Use the Web Version of the Starlink App

Of course, if you ever want to access the Starlink application on your laptop or PC, you certainly can. Open your favorite browser and access the online Starlink app by going to <http://192.168.100.1> or dishy.starlink.com, which will open to a browser-based version of the Starlink app where you can log in.

Please note that Starlink support advises users that the mobile apps are updated far more frequently, so the browser version may not always offer every feature you see in the latest version of your mobile application.

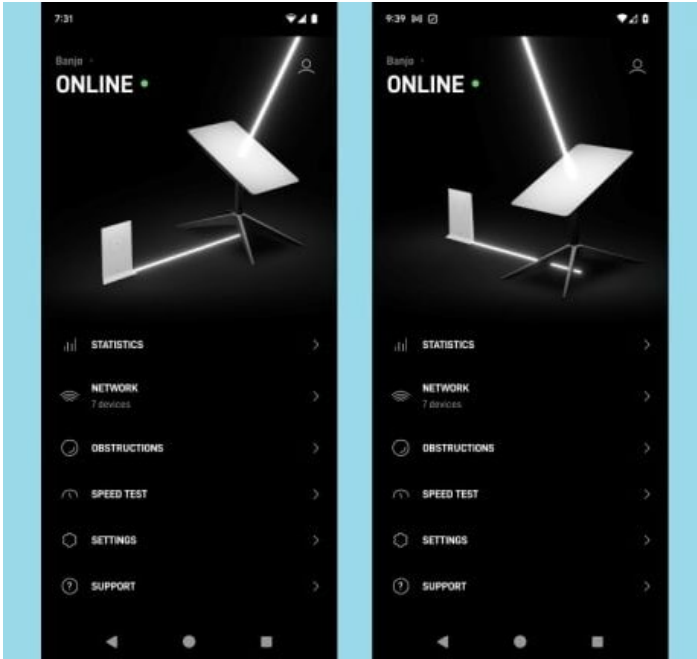


Working in the Starlink App

Main Screen

Your Online Status


The app's main screen offers a menu of choices, as well as an animated Starlink dish and router, showing you whether your Starlink system is online or not. Prior to getting your Starlink fully set up, it'll show as Offline.

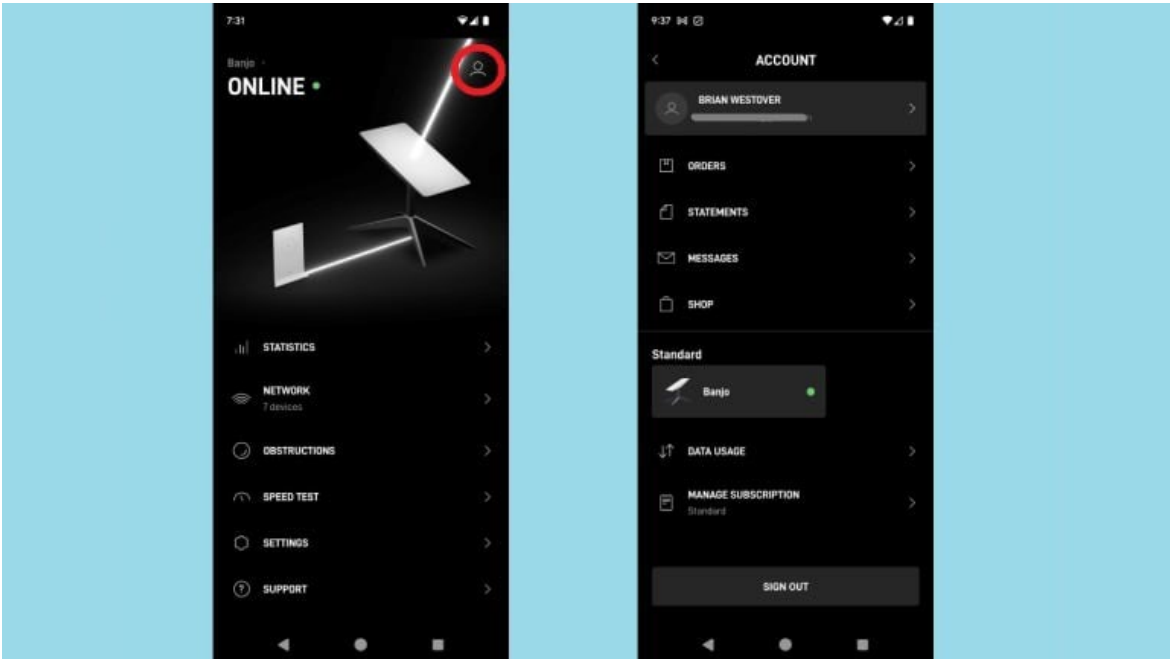


This simple image is actually quite informative - if your dish loses its connection or if there's a disruption between the dish and the router, the graphic will change to indicate this so you can see it at a glance. And you can rotate the dish and router so instead of a static image, you see it as a 3D rendered model that you can manipulate to figure out the best angle – then copy it IRL.

Account Profile

Bills, Help, and New Gear

The **User Profile Icon**  in the top right corner of the App's main page is where you'll find your **Account** information. This gives you a single place to review your account and plan settings, check on past and current account statements, check for messages from Starlink customer support, and to shop for official Starlink accessories. And you could Sign Out from here, but why would you?

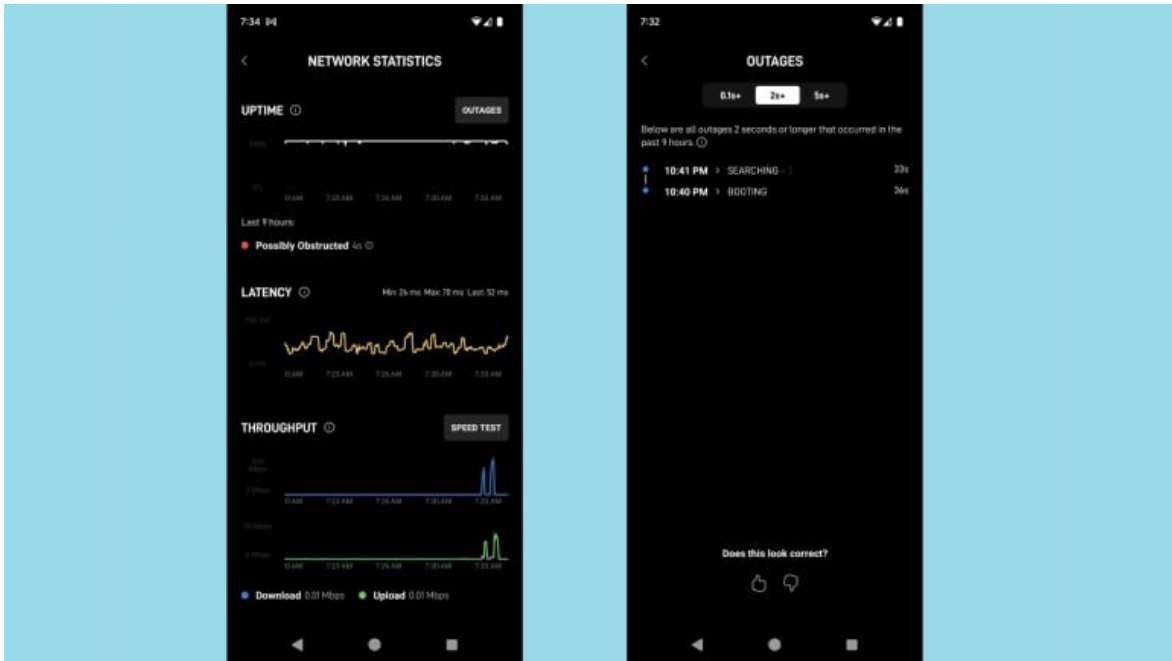


Statistics

How Has Your Service Been Performing?

The first item on this menu is Network Statistics. Here you can view several key performance stats, measuring network consistency, latency and throughput. Here's what you'll be able to check:

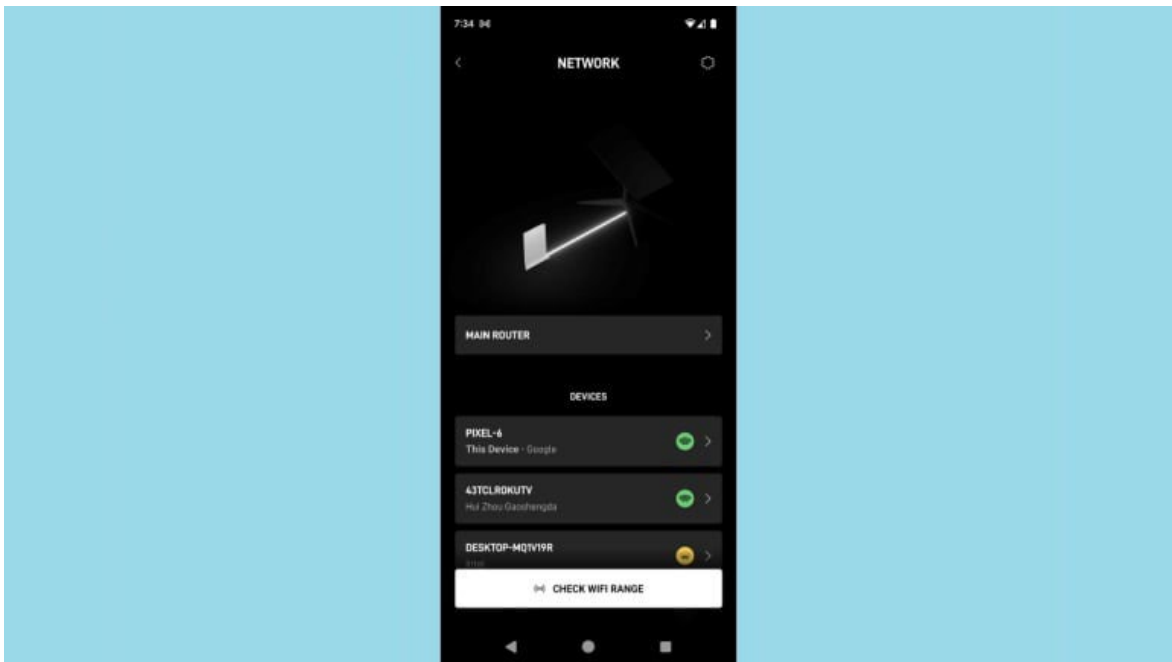
- **Uptime** - How consistent the Starlink connection is from moment to moment. You can also check on reported **Outages** here.
- **Latency** - Measures the time it takes for data to travel from your system through your network and out to the greater internet, and back, timing the entire round trip.
- **Throughput** - Measures how much data is downloaded or uploaded over your network. You can use the **Speed Test** tool found here (or the one found in the Menu) to check the throughput at any time.



But this is more than a collection of pretty charts, since you can also spot anomalies in performance, track outages, and view network history to see if a current problem is new or is actually part of an ongoing issue.

Network

In the **Network** section, you'll find the list of every device with a connection to your Starlink, from your smartphones and TVs, to any laptops and desktops.

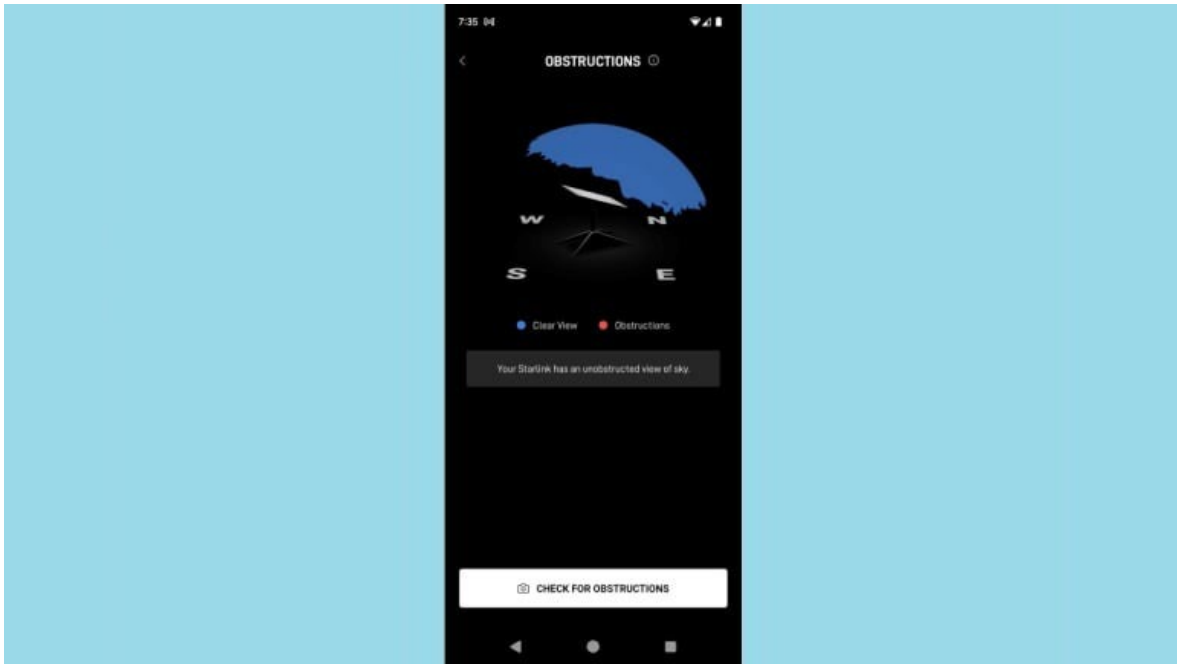


This is especially helpful for finding and removing unnecessary or *unwanted* devices on your network (like that neighbor you gave your WiFi password one time who has since kept connecting to your network to stream - slowing things down...), or merely for seeing devices you hadn't accounted for when thinking through your bandwidth needs.



Obstructions

If you've set up your dish properly, there shouldn't be anything between the dish surface and the sky, giving it a clear view of the satellites overhead. But as the weeks or months pass after setup, any number of obstructions can crop up, from growing trees to nesting animals.

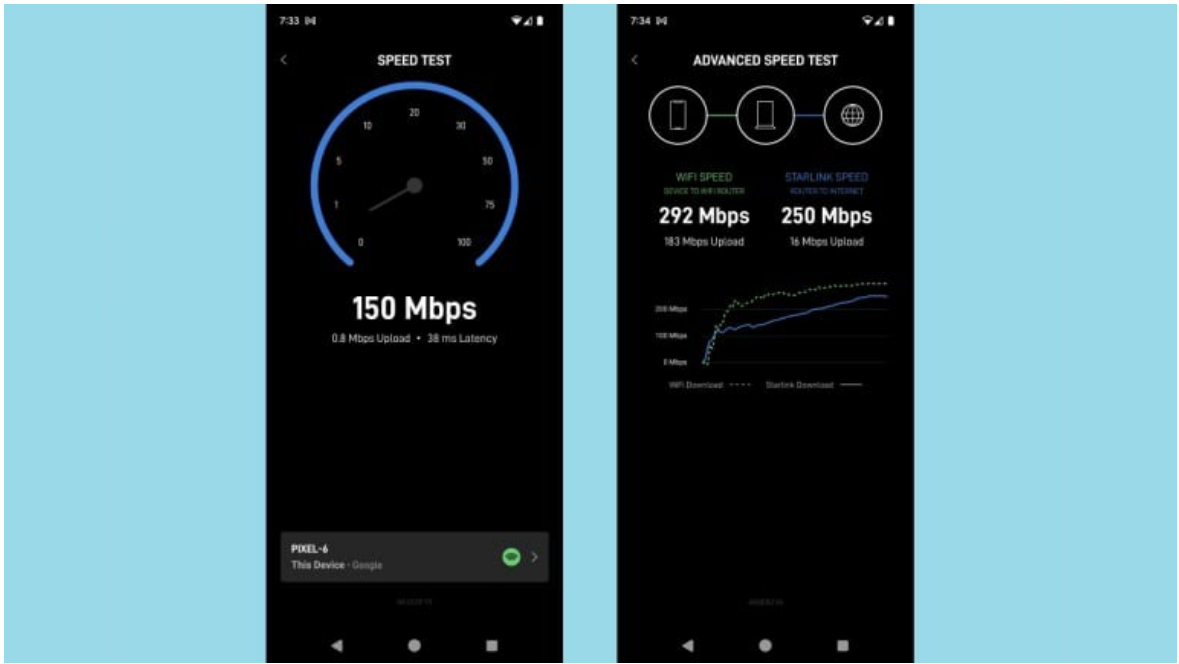


The graphic in this section illustrates the dish's ability to communicate with overhead satellites by showing a blue and red dome over the dish face. Blue represents clear unobstructed views, while red highlights anything blocking the dish and the amount of time (day or night) that occurs. Paired with handy compass directions this section helps you to quickly identify and address any problems caused by unwanted obstructions.

And, if you need more assistance, there's a camera mode that lets you use your phone camera at dish height to make a visual sweep of the entire field of vision for the dish to **Check For Obstructions**. So, you can be sure that both your dish connects to as many satellites as possible at all times without obstructions.

Speed Test

This section offers another way to see what your network speed is right this minute by running a speed test right in the app. The speedometer graphic will rev up as the test gets going, and when it's all done, you'll get a report for both the download and upload speeds and latency offered on your network and device during the test.



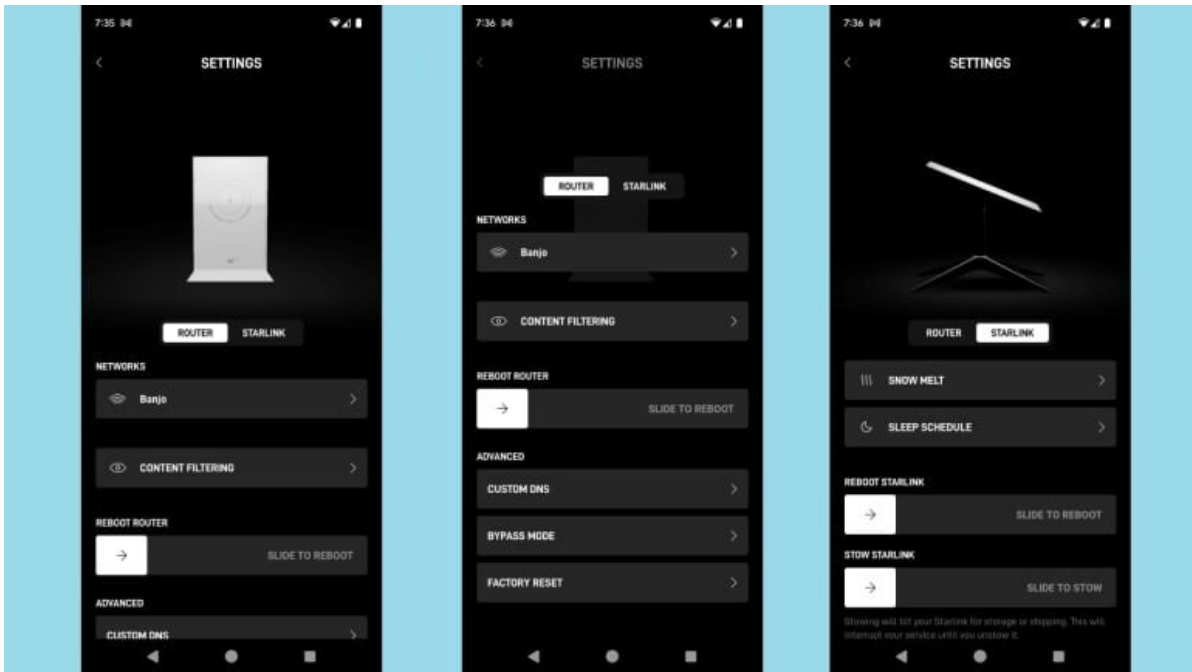
There's also the option for an advanced speed test, which sequentially tests both the Wi-Fi speed between your device and router, and then the speeds between the router and the greater internet via Starlink. You aren't likely to use this more detailed test as frequently, but it can be a good way to diagnose problems if one of your devices seems to be getting slower.



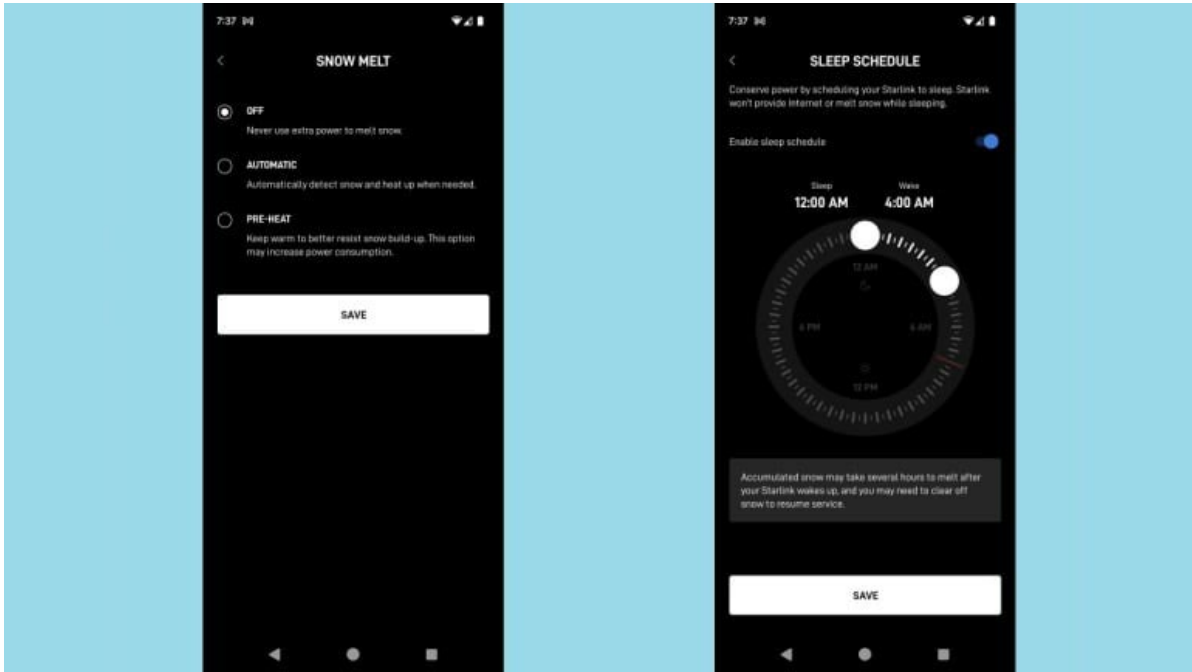
Settings

Tweaking and Stowing Starlink

Under Settings, you'll be able to check your Starlink router settings, set your network name and password, filter content for the whole household, set a custom DNS, or even bypass the router entirely (a necessity for using an Ethernet adapter for third-party networking gear).



It's also where you'll go to reboot the router and do a full reset of your hardware – should that be necessary.



You can also check the settings for the Starlink dish, adjust the heating for different weather conditions, set a sleep schedule to conserve power during off hours, and reboot your Starlink dish.

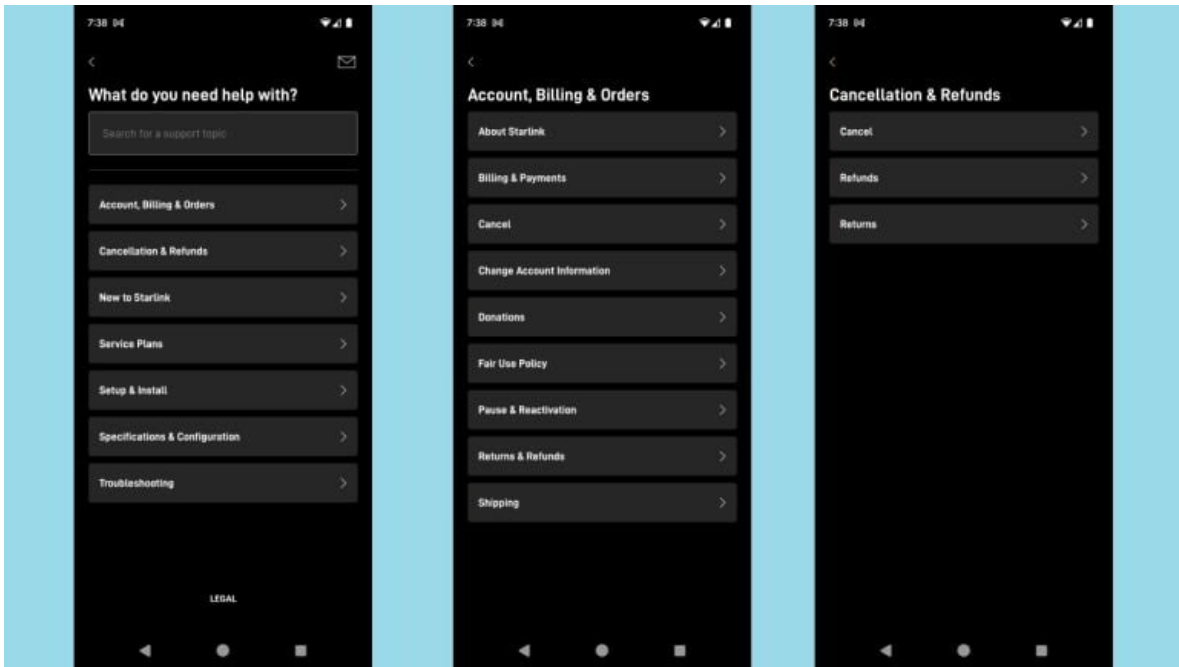
Need to turn off your dish for the foreseeable future? Use the Stow Starlink option. This can come in handy if you're shutting down the internet for a few months, heading off on a vacation for a bit, packing up the dish for travel to a different location, or if you ever need to ship the dish back to SpaceX at tech support's request.

Using Stow Starlink will disconnect it from the satellites overhead and return the motorized positioning mechanism back to its default position. This makes it easier to reposition the mast mount for packing without potentially damaging the dish.

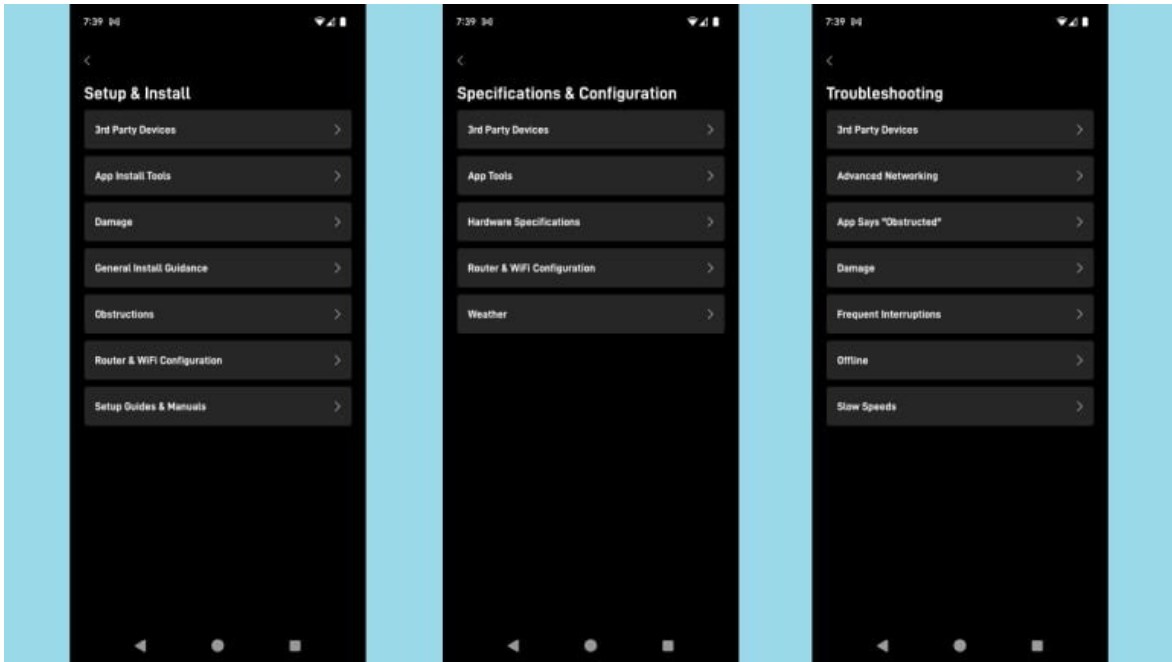
Support

Starlink Help

The Help in the Starlink app allows you to view useful information at any time. Review other plan details, the instructions to set up your dish for the first time, and even troubleshooting performance problems plus assistance for all of that.



When troubleshooting, most of the actions are automated. But, if after going through the suggested fixes for any problem, hitting the "thumbs down" button will open up a support ticket request, so you can send a message directly to SpaceX's Starlink tech support people. Once you've sent it, just keep an eye on the messages section in your Starlink profile section for the response.



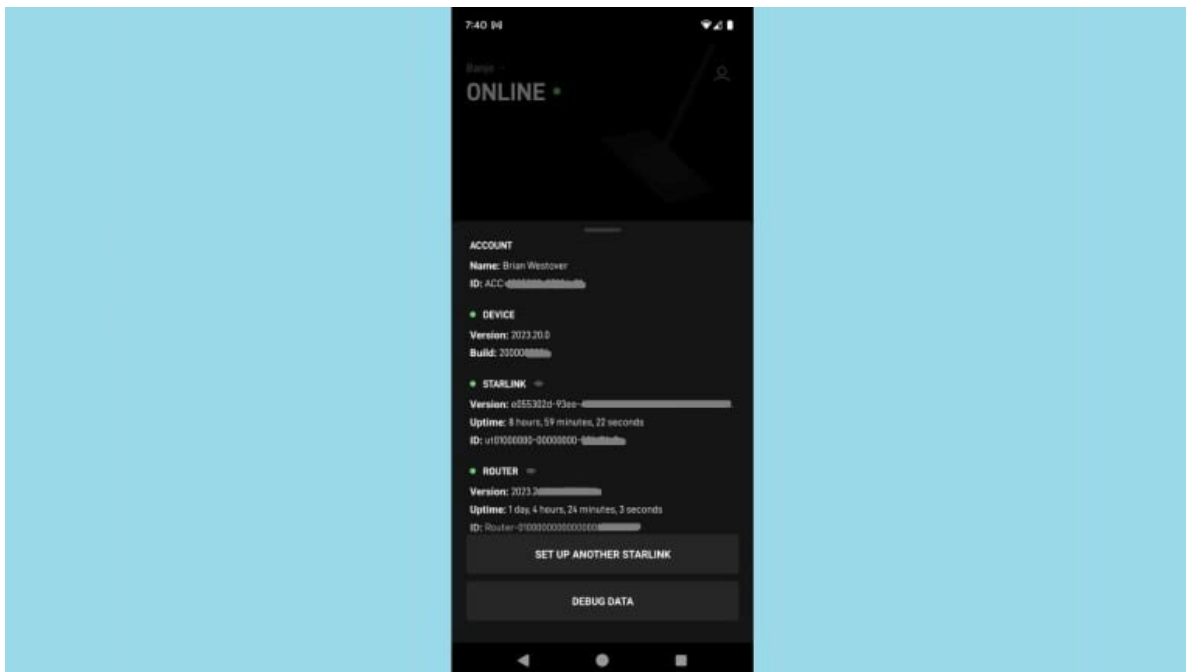
And, of course, you can reach out to your service provider for assistance at any time.



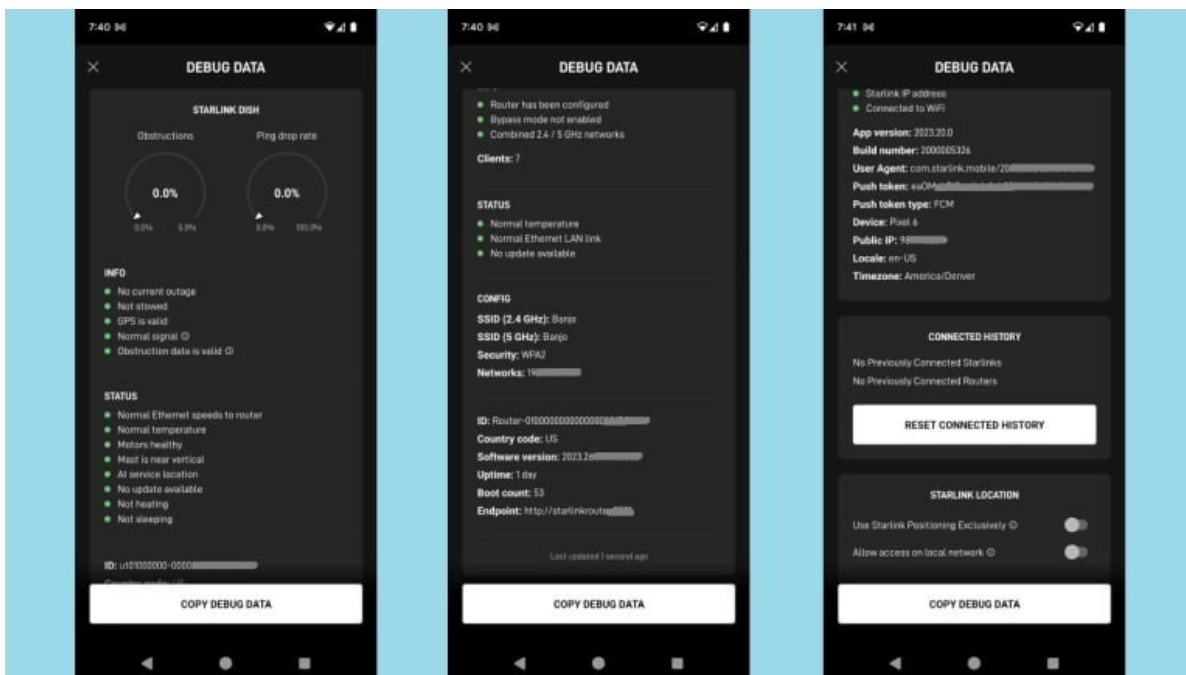
Advanced Settings

Additional Help and Setup

Finally, at the very bottom of the app, down below the bottom of the main menu, there's an Advanced section. This opens up a screen offering details of your account - like account ID numbers, device IDs, software versions, and more. There are also two additional menu options: Set Up Another Starlink and Debug Data.



If you need to set up a second Starlink kit maybe you have a mobile Starlink Roam for your RV in addition to your home dish - this is the section you'll use to initiate the setup process in the app. However, doing this requires temporarily disconnecting the app from the Starlink network that's already set up, so don't mess around with it if you don't need to – and ask for assistance if you want it. Support is always ready to help.



The second option, Debug Data, is a data dump to a log of all the information available about your dish, router, and network, from obstruction information to dish orientation to GPS validity and router configuration details. Some of it is interesting, some of it is redundant to the information you'll see elsewhere in the app, and some of it will only have meaning to the Starlink support team that might request it.

And that's Starlink App in a nutshell. You'll find it is easy to load to your phone, simple to set up, and offers exactly the tools you need to manage everything about your Starlink.