



STARLINK SATELLITE INTERNET

User Guide

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CONTENTS

- 1. PURPOSE.....3
- 2. REPORTING3
- 3. CONFIGURABLE SETTINGS.....4
- 4. BILLING & DATA USAGE.....5
 - 4.1 Billing overview5
 - 4.2 Plan change options5
- 5. STARLINK CONNECTIVITY TROUBLESHOOTING6

1. PURPOSE

This **User Guide** provides useful information related to your Starlink Satellite Internet service.

For full information on Starlink Satellite Internet, plus details of your agreement with Spark, please refer to your Service Schedule and accompanying Product Specification.

For troubleshooting information refer to the **Starlink Satellite Internet Troubleshooting Guide**.

2. REPORTING

Telemetry information

For information about the performance of your Starlink Satellite Internet service please refer to reporting for your SD-WAN service.

Starlink app

The Starlink app is available for limited use.

You cannot sign into an account on the Starlink app. However, there is information available within the app without needing to sign in to a Starlink account, if using the Starlink router.

NOTE: You can also access the Starlink app by entering 192.168.100.1 into your web browser. The browser version of the app offers less capability and is several versions behind the mobile app.

From your mobile device, download the Starlink app using the appropriate link:

[Download for iOS](#)

[Download for Android](#)

What you can use the Starlink app for:

1. Access Starlink support topics. (FAQs)
2. Can see **Starlink terminal status and various status messages**
 - a. Online
 - b. Offline
 - c. Booting
 - d. Searching
 - e. Connecting
 - f. No Active account
 - g. Invalid Location
3. See **Network Statistics data**
 - a. Uptime
 - b. Latency
 - c. Uplink/Downlink Throughput
4. See **obstruction data** (from satellite terminal location)
5. Perform speed test.
6. Access to **advanced debug data**
 - a. Starlink ID
 - b. Geo-location
 - c. Advanced status data

3. CONFIGURABLE SETTINGS

Starlink Satellite Internet has a number of configurable settings accessible from the Starlink app.

Accessible features using Starlink app

The Starlink app is available for limited use.

You cannot sign into an account on the Starlink app. However, there's information available within the app without needing to sign in to a Starlink account, if using the Starlink router.

Starlink Router

1. Reboot Starlink Router
2. Perform Factory Reset
3. Check Wi-Fi Range
4. See List of connected devices
5. Add Mesh Node

Starlink Terminal

1. Reboot the Terminal.
2. Stow Terminal
3. Enable Sleep Schedule

To make changes to any of the below features a Service Request is required.

Starlink Router

1. Configure custom DNS
2. Configure Bypass Mode
3. Configure Advance Wi-Fi options.
 - a. Wi-Fi Security
 - b. Guest network
 - c. Hidden Network
 - d. Split 2.4/5 GHZ networks
 - e. Client Isolation
 - f. Landing Page
 - g. Wi-Fi Radio Options
4. Manage Mesh Configurations
5. Add Multiple Wi-Fi Networks
6. Configure IP range for local devices.

Starlink Terminal

1. Configure Snow Melt Mode
2. Configure Location Request Mode

4. BILLING & DATA USAGE

4.1 Billing overview

Starlink Satellite Internet service charges are billed monthly in advance.

Charges will be pro-rated for the first month and any time a plan is changed.

Item	Billing cadence
Customer raised service request	Listed separately on next month's invoice
Business Fixed Data plans	Billed monthly
Freedom plans	Billed monthly
Additional priority data (Opt-In) used in the month	Charged per GB used Charges billed monthly following usage of the data

Contact your Client Lead with any billing queries and they will ensure this is forwarded on for investigation and resolution.

4.2 Plan change options

Plan upgrade: Data plans can be upgraded at any time. If you upgrade within a calendar month the new plan data and associated plan cost will begin immediately. Any previous additional priority data used during that month will count against the new data plan active at the end of the data period (end of a calendar month).

Plan downgrade: If you request to downgrade a data plan within a calendar month the new plan data and associated charging will not start until the next data period (beginning of new calendar month).

Prioritised data: Opt-in to automatically receive additional Priority or Mobile Priority data upon exhausting your data limit during a month. Once you opt-in, you will be automatically billed for data used above your plan's allotment until you opt-out, including in following billing cycles.

5. STARLINK CONNECTIVITY TROUBLESHOOTING

Starlink have several help and troubleshooting articles if you're having trouble connecting to WiFi. Please note, your network connection name may be called STINKY or Starlink.

What is the Range app tool and how does it work?

The Range app tool is used to check the WiFi range in your building. You can find more information on the Starlink website. [Go to Starlink help site](#)

How do I change my SSID (network/WiFi name) and WiFi password?

You can change your network name and password via the Starlink app, or factory reset. [Read more on updating your SSID and password](#)

How can I improve my WiFi connectivity?

Router placement is critical for a successful set up and strong WiFi connection. [See tips on improving your connectivity](#)

What do the lights on my WiFi router / power supply mean?

You can find information about the lights on your WiFi router and power supply on Starlink's website. [Go to Starlink help site](#)

How do I factory reset my router?

If you encounter any issues during the setup or use of your Starlink router, you can factory reset it. [Read factory reset instructions](#)