

# Starlink Installation Guide

## Standard Kit



**Version 2 - July 2024**

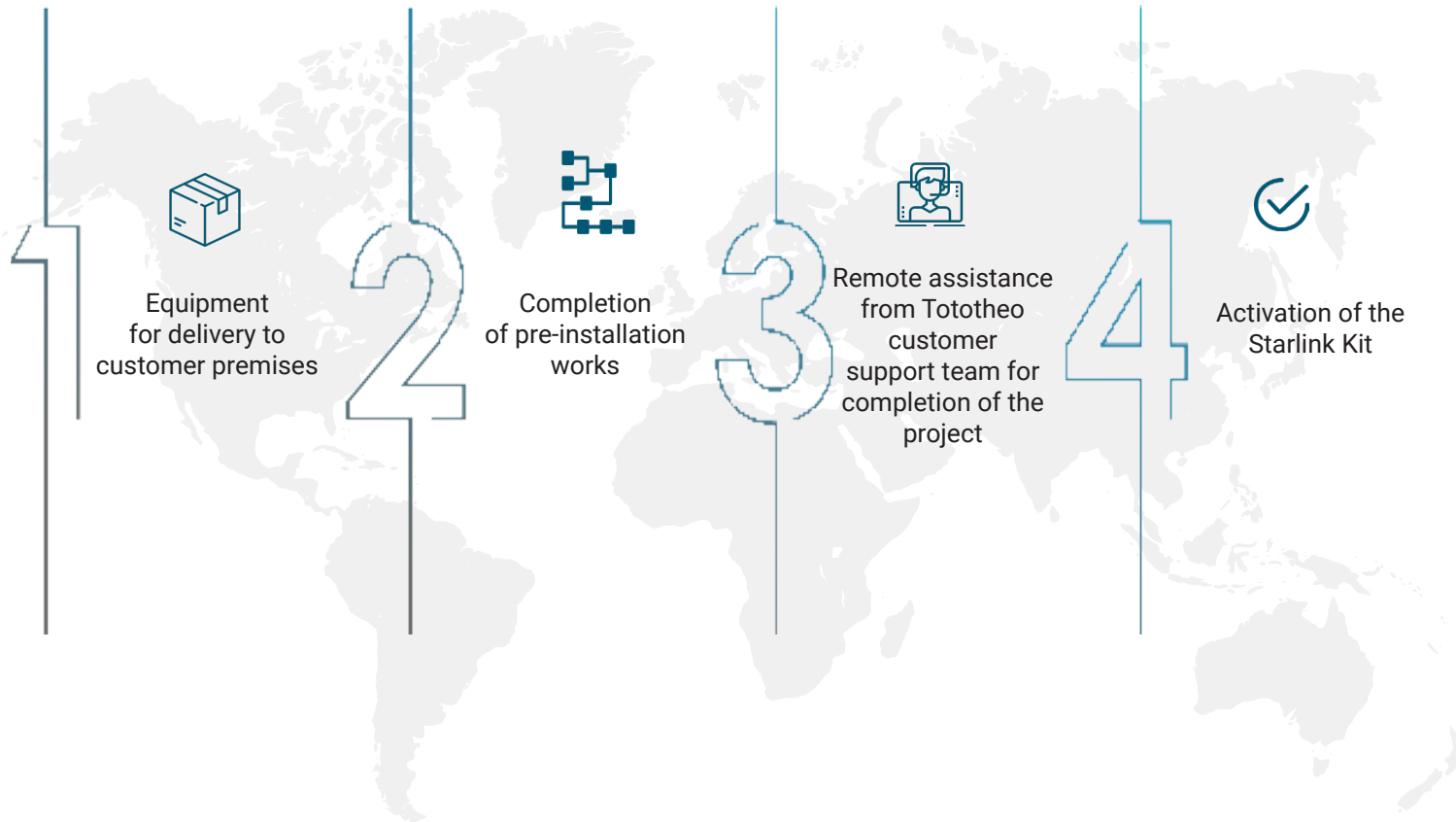
You can also find the guide online: <https://tototheo.com/file/starlink-standard-kit-installation-guide.pdf>



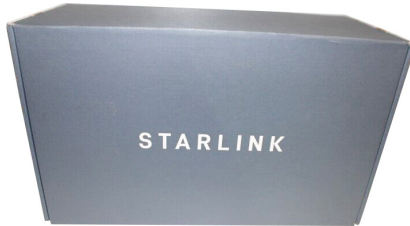
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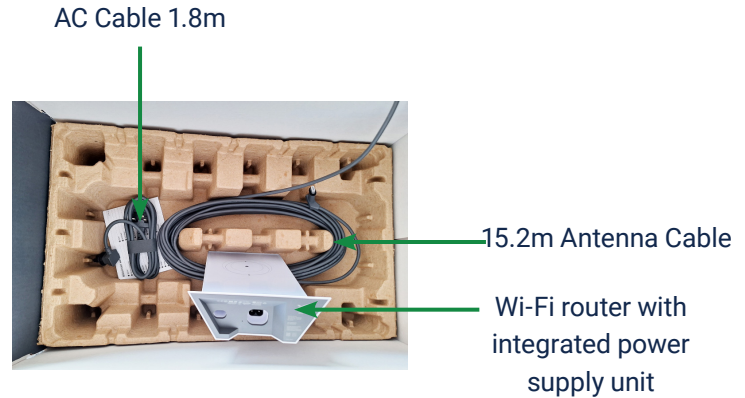
# Project Flowchart



# What's in the box?



Width: 36 cm  
Length: 60cm  
Height: 27 cm  
Weight: 8.5 kg



← Antenna with  
attached cable



← Antenna Base

# Part 1- Antenna Installation

Choose a location that has a clear view of the sky, preferably on an elevated surface such as a roof or a pole\*. If you have any difficulties, please send Tototheo support 360-degree images of the selected installation position.

**Take 360-degree images:** Use a camera or smartphone to take pictures of the area from all angles.

Make sure you capture the entire area where the antenna will be installed.

**Send images to Tototheo:** Login to <https://starlinksupport.tototheo.com> and submit a request uploading the images.

**Wait for feedback:** Once Tototheo has received your images, they will analyze them and provide feedback on the best location to install the antenna.

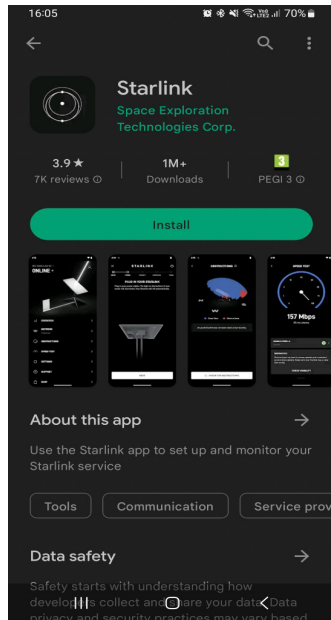
\* Starlink Antenna pole adaptor available as an option.

# Part 1- Antenna Installation

## Dishy Obstructions Identification

### Step 1

Download and install Starlink application from Google Play or Apple Store



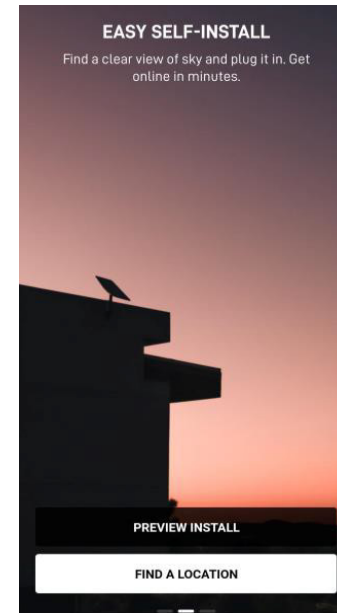
### Step 2

Stand in front of the Starlink antenna



### Step 3

Open the Starlink application, scroll to the right and select **FIND A LOCATION**

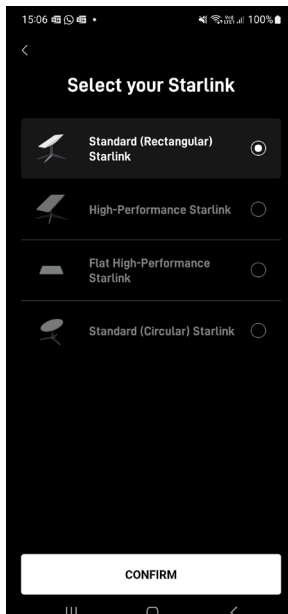


# Part 1- Antenna Installation

## Dishy Obstructions Identification

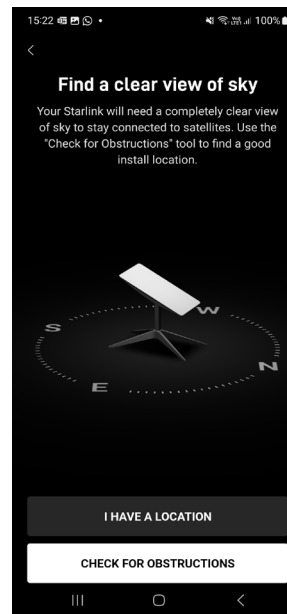
### Step 4

Select the **Standard (Rectangular) Starlink** and press **CONFIRM**



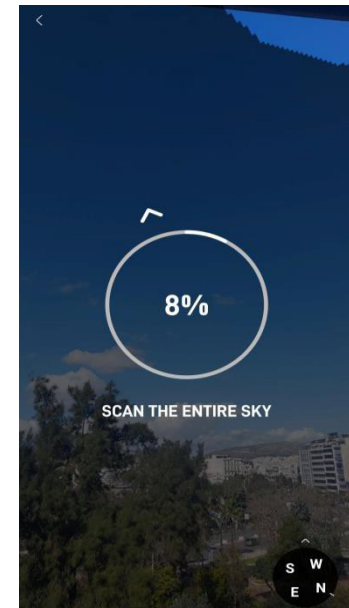
### Step 5

Press **Check for obstructions**



### Step 6

Follow the direction of the arrow on the screen and **SCAN THE ENTIRE SKY**





## Part 2- Mounting Antenna Base

**Attach the Antenna:** Securely attach the antenna to the antenna base. Ensure it is properly aligned and firmly in place.

**Position the Antenna Base:** Place the antenna base on a flat, stable surface at your selected location.

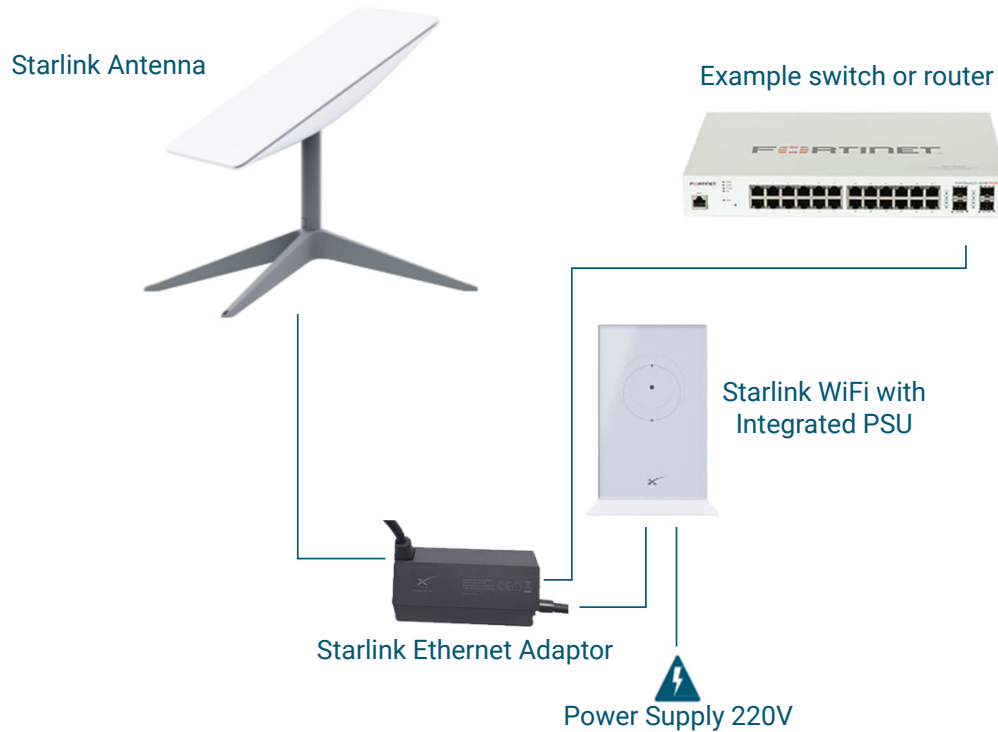
**Align the Antenna:** Adjust the antenna so that it faces away from the equator. This orientation is crucial for optimal signal reception.

**Secure the Antenna:** Once properly oriented, use the provided screws to firmly attach the Antenna Base to the surface. Make sure the antenna is tightly fixed to prevent any movement or misalignment.



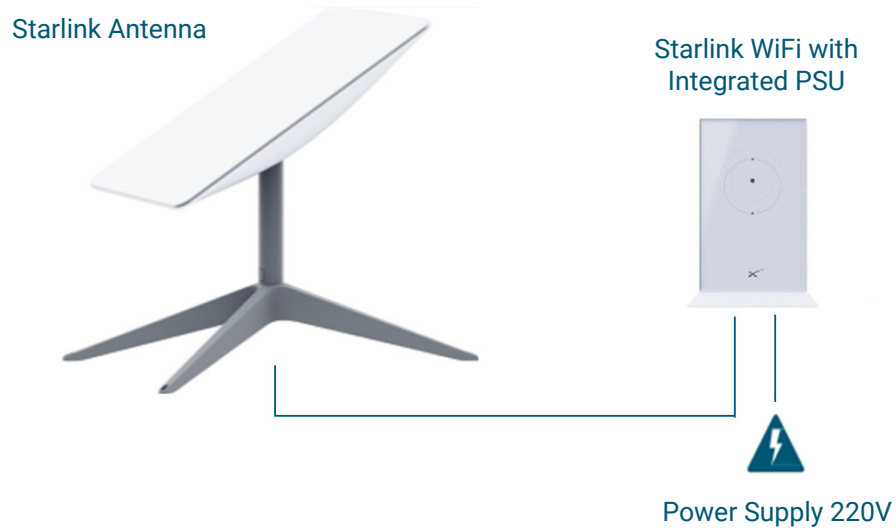
## Part 3- Connections

### Antenna Connection with Ethernet Adaptor



## Part 3- Connections

### Antenna Connection with WiFi only



## Part 4- Service Activation Process

For a smooth activation process, please complete & submit the below activation form at least 24 hours prior to the installation date.

**Scan me**



or **Click:**

[https://tototheomaritime.formstack.com/forms/starlink\\_activation\\_request](https://tototheomaritime.formstack.com/forms/starlink_activation_request)

This will allow us to activate the terminal(s) with the required subscription.

Please be advised that our activation department will respond to you regarding the status of your service within 24 hours of receiving your submission.

To ensure that the terminal is fully operational, please power it on and leave the system running for at least one hour.

This will allow the device to come online and establish a stable connection.

**Note:**

For support issues submit a request to our support team <https://starlinksupport.tototheo.com>.

## Part 5 - Maintenance of your Starlink

Occasionally, your Starlink may be obstructed due to dirt or debris. In those cases, you should carefully clean your Starlink following the below process.

1. Before cleaning the Starlink dish, please ensure that the power is turned off
2. Start by inspecting the dish for any loose debris or dirt. Gently remove any loose particles using a clean, lint-free cloth. Be careful not to apply excessive pressure to avoid damaging the dish surface.
3. Prepare a lukewarm water in a bucket or container.
4. Moisten a soft cloth. Make sure the cloth is not dripping wet, as excess moisture can damage the electronics.
5. Gently wipe the surface of the Starlink dish using the damp cloth. Start from the center of the dish and move outward in a circular motion. Be cautious not to apply excessive force or scrub aggressively to prevent scratching the surface.
6. Allow the dish to air dry completely before turning the power back on.

# Contact Information

## Activation Department

Email: [activations@tototheo.com](mailto:activations@tototheo.com)

Tel: +357 25 509 494

## Support Department:

Submit a ticket: <https://starlinksupport.tototheo.com>

Tel: +357 25 815 509

## Office Hours:

Monday - Friday 7:30am (CET) - 4:00pm (CET)

For urgent cases or after office hours please call directly the relevant department at the phone numbers provided above.



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