BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Starlink

Satellite internet for homes where cable and fiber stop: the dish, the app, the plans and a clear view of the sky

A plain-English guide to Starlink

It all starts with a clear view of the sky

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Starlink Standard and Mini kits and the Starlink app · facts current November 2026

What's Inside

This is your Starlink manual. **Starlink** is satellite internet from SpaceX. A flat dish outside your home talks to thousands of small satellites passing overhead, and a router inside turns that into Wi-Fi. For homes down long country roads, where cable and fiber never arrived, it can be a big step up. It also asks a few things of you: a clear view of the sky, a good spot to mount the dish, and a monthly bill you should understand. This guide walks you through all of it. Read it in any order; there's no test.

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PART 1

Getting Started

What Starlink is, whether it suits your home, and the words you'll see along the way.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you live where the cable company never ran a line, and your choices have been slow DSL or a phone hotspot. Maybe a neighbor put a white dish on a pole and says it changed everything. Or maybe your family is urging you to order Starlink and you'd like to understand it first. Whichever it is, this guide is for **you**.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this guide the way I'd explain it sitting beside you at your kitchen table: slowly, in plain English, with nothing taken for granted. If I use a word you don't know, I'll stop and explain it.

The one thing to remember

If you take only one idea from this whole guide, make it this: **Starlink needs a clear view of the sky.** Trees, roofs and chimneys between the dish and the sky cause short dropouts. Choose the spot carefully, using the free check in the Starlink app, and almost everything else takes care of itself.

WHAT THIS DOES FOR YOU

What this guide does for you

You'll know whether Starlink is a good fit for your property before you spend money, which plan is enough, how to find and mount the best spot, how to use the app, what snow does, and how to cancel and return the kit within the 30-day window if it isn't for you.

The big promise

You can't harm anything by checking the app, running a speed test or restarting the router. The two places to be careful are **ladders and roofs**, which deserve a helper, and **deadlines**: the 30-day return window matters. I'll flag both clearly.

And I'm a phone call away

If you're ever unsure, call me at **(330) 200-8042**. Now, let's get you comfortable.

— Bill

CHAPTER 2

What Starlink Is

Older satellite internet used one big satellite parked very far above the earth. Signals had a long way to travel, so video calls felt laggy. **Starlink** uses many smaller satellites flying much closer to the earth. Each one passes overhead quickly, and your dish hands off from one to the next all day long.

How it works, in plain terms

1. A flat dish (Starlink calls it simply **your Starlink**) sits outside with a view of the sky.
2. The dish talks to whichever satellites are passing overhead.
3. A cable carries the connection to a **router** inside your home.
4. The router makes Wi-Fi for your tablet, computer, TV and smart speakers.

What makes it different

Feature	What it means for you
Works almost anywhere	No cable in the ground needed, which is why it suits rural homes.
Needs open sky	Trees and buildings in the way cause brief interruptions.
You install it	Starlink ships a kit; you or a helper set it up.
Needs power	The dish and router run on household power. No power, no internet.
Monthly plan	No annual contract on current Residential plans; prices vary by address.

GOOD TO KNOW

Who runs Starlink

Starlink is run by SpaceX. You order, pay and get support directly through starlink.com and the Starlink app, or buy the hardware from an established store.

CHAPTER 3

Is Starlink Right for Your Home?

Starlink shines where other options are poor. Where good cable or fiber already reaches your door, those are often cheaper and steadier. Here's an honest way to decide.

When Starlink is often the best choice

- Cable and fiber don't reach your road, and DSL is painfully slow.
- Your cell signal is too weak for 5G home internet.
- You have an open yard or roof with a **clear view of the sky**.
- You want video calls, streaming and web browsing that simply work.

When something else may suit you better

- Fiber or good cable is available at a similar or lower price.
- Your home sits deep in tall trees with no clear spot to mount the dish.
- Strong 5G home internet from T-Mobile or Verizon is offered at your address. See Bill's *T-Mobile & Verizon 5G Home Internet* manual.
- You can't easily mount a dish, and no helper is available.

TIP

Compare honestly

Bill's *Choosing an Internet Plan & Reading the Bill* manual helps you line up every option at your address, with the total monthly cost of each.

GOOD TO KNOW

Portage County's back roads

Coverage from cable and fiber can change from one road to the next. Check each provider's address tool for your exact address before deciding.

CHAPTER 4

The Words You'll See

A short glossary. Come back to it whenever the app or the bill uses a word that puzzles you.

Word	What it means
Starlink (the dish)	Starlink calls the dish itself "your Starlink." Some people call it "Dishy."
Kit	Everything in the box: dish, router, cables and power supply.
Standard kit	The common home kit, with a kickstand and a separate router.
Starlink Mini	A small, portable dish with Wi-Fi built in.
Router 3	The Wi-Fi router that comes with current Standard kits.
Obstruction	Anything blocking the dish's view of the sky, such as a tree or chimney.
Field of view	The patch of sky the dish needs to see clearly.
Service address	The address your Residential plan is registered to.
Residential plan	Starlink's home plans, used at your service address.
Roam plan	Plans for using Starlink while traveling or at different places.
Stow	Folding the dish flat so it can be moved or packed.
Snow melt	A setting that lets the dish warm itself to clear snow.
Support ticket	A written help request sent through the app or website.

PART 2

Plans, Prices & Ordering

Choosing a Residential or Roam plan, the hardware, checking your sky before you buy, and the 30-day return window.

CHAPTER 5

The Residential Plans

Most homes use a **Residential** plan. In January 2026 Starlink renamed its home plans by speed. All include unlimited data. Starlink now shows your exact price after you enter your address, and prices differ by region.

Plan	About per month	Speed	Good for
Residential 100 Mbps	$55	Up to 100 Mbps	1 to 3 people with basic needs. Select areas only.
Residential 200 Mbps	$85	Up to 200 Mbps	Busier homes. Select areas; may slow at peak hours.
Residential Max	$130	Often 400+ Mbps	Highest network priority, best at busy times.

Checked against Starlink's Help Center article "What are the Residential plans?" and Starlink's plans page on November 13, 2026.

GOOD TO KNOW

"Residential Lite" is gone

If a family member mentions Residential Lite, that plan was renamed. The middle plan today is Residential 200 Mbps.

How to choose

- For email, web browsing, video calls and one or two shows streaming at once, **Residential 100 Mbps** is usually plenty, where it's offered.
- If several people stream in the evening or someone works from home, consider the next step up.
- Choose **Max** if busy-hour performance is important to you and the price makes sense.

HEADS UP

Prices change

Starlink raised most plan prices in June 2026, and prices vary by address. Treat the numbers above as a guide and confirm the price on the order screen before you pay.

CHAPTER 6

Roam Plans for Travel

A Residential plan is meant for your **registered service address** and doesn't support roaming. If you want Starlink at a camp, in an RV, or at more than one place, that's what **Roam** plans are for.

What to know about Roam

- Roam plans come in sizes with a monthly data allowance and an unlimited option.
- Starlink replaced the old Roam 50GB plan with **Roam 100GB** in early 2026.
- In late 2026 the smallest Roam plan cost about $55 a month and the unlimited plan well over $150. Check the current price at starlink.com.
- Using Starlink while actually moving, such as in a moving vehicle, needs the right Roam plan.

Checked against Starlink's Help Center article "How do I change my service address?" on November 13, 2026.

TIP

The Mini and Roam go together

Many travelers pair a Roam plan with the small Starlink Mini, which has Wi-Fi built in. See Chapter 11, *Starlink Mini*.

HEADS UP

Don't just take the home dish on vacation

Using a Residential plan away from your service address can be restricted. If you travel regularly, ask Starlink about Roam before you go.

CHAPTER 7

The Hardware: Buying, Renting and Where to Get It

You'll need a Starlink kit: either the **Standard** kit for a home, or the **Starlink Mini**. How you pay for it has changed several times, and offers vary by address.

Ways you may be offered the hardware

- **Buy it outright** at checkout.
- **Rent it** with a monthly kit fee added to your bill, in some areas. Rental kits must be returned in good condition within 30 days of canceling, or you're charged the full kit price.
- **Buy from a retailer**. Hardware returns then go through that retailer.

Checked against Starlink's Help Center article "How do I return my Starlink kit?" on November 13, 2026.

TIP

Look at the order screen

Starlink's website shows the hardware price and any rental or promotional offer after you enter your address. Write down exactly what you're agreeing to, including the monthly kit fee if you rent.

SCAM ALERT

Buy only from places you trust

Order at **starlink.com** (typed in yourself) or from an established store. Fake websites copy Starlink's look and offer impossible discounts. See Chapter 28, *Fake Starlink Deals and Scams*.

HEADS UP

Second-hand kits

A used kit from a stranger may still be tied to someone else's account, or rented. If you're offered one, ask Starlink support how transfers work before you pay anything.

CHAPTER 8

Check Your Sky Before You Order

The Starlink app has a free tool that uses your phone's camera to scan the sky from where the dish would go. You can use it before you buy anything. If your property is heavily wooded, this step can save you money and trouble.

1. Install the **Starlink** app from your phone's official app store, published by Starlink (SpaceX).
2. Open it and tap **Find an Install Location**, or look for **Check for Obstructions**.
3. Choose your hardware model when asked, such as Standard or Mini.
4. Go to the place you'd mount the dish, at the height you'd mount it. For a roof, stand at a window or deck as close to that height as you safely can.
5. Hold the phone up and follow the on-screen arrows to sweep the sky.
6. Read the result: **No Obstructions**, or **Obstructions** with the blocked areas shown.
7. Repeat at every spot you're considering.

Checked against Starlink's Help Center articles on checking for obstructions on November 13, 2026.

TIP

Higher usually wins

If the yard is blocked by trees, a spot higher up, such as a roof peak or a tall pole, often sees much more sky.

HEADS UP

Never stand on a roof to scan

Don't climb onto a roof or a ladder alone to run the scan. Use an upstairs window or ask a helper.

CHAPTER 9

The 30-Day Return Window

Starlink gives you 30 days to decide whether the hardware works for you. It isn't a free trial of the service: you pay as normal, and if you're unhappy within the window, you can return the hardware for a refund.

The key points

- Return the kit within the **30-day window** for a full hardware refund. After that, there's no refund for the hardware.
- To start, cancel your service in your account and tick the box for a hardware return. Starlink emails a prepaid return label.
- If you don't see the return option, your kit isn't eligible for a return.
- If you bought the kit from a store, the store handles the hardware return. Cancel the service with Starlink yourself.

Checked against Starlink's Help Center article "How do I return my Starlink kit?" on November 13, 2026.

TIP

Set up right away

Install and test the kit in its real spot as soon as it arrives, so you have as many days as possible to judge it, including a rainy day and a busy evening.

HEADS UP

Write the date down

Note the delivery date and the last return date on your calendar. Cancellation steps are in Chapter 29, *Canceling and Returning the Kit*.

PART 3

Setting Up

What's in the box, the Standard kit and the Mini, the Starlink app, finding the spot, mounting, running the cable and your Wi-Fi.

CHAPTER 10

What's in the Box: the Standard Kit

The **Standard** kit is the usual choice for a home. Here's what current kits contain, according to Starlink's specification sheets.

Item	What it does
The Starlink (dish)	A flat, rectangular dish that aims itself at the sky.
Kickstand	A stand for setting the dish on the ground or a flat surface.
Router 3	The indoor Wi-Fi router, with two Ethernet (LAN) ports for wired devices.
Starlink cable	About 15 meters (roughly 50 feet), from the dish to the router.
Power supply and cables	Plug into a regular household outlet.

Checked against Starlink's Standard kit and Router 3 specification sheets on November 13, 2026.

HEADS UP

Don't cut or splice the cable

Starlink advises against splicing or extending its cable with other cables. If you need a longer run, ask Starlink about its own longer cable.

TIP

Keep the box

Hold on to the box and packing until the 30-day return window has passed.

GOOD TO KNOW

The router is for indoors

Router 3 is built to handle some dust and water, but it's meant to live inside the house.

CHAPTER 11

Starlink Mini

The **Starlink Mini** is a small, portable dish about the size of a laptop. It has **Wi-Fi built in**, so there's no separate router. People use it for travel, camps and backup internet, and some small homes use it every day.

Powering the Mini

- Use the **power supply and cable that came with it**. Starlink only guarantees performance with those.
- It can also run from a DC source of 12 to 48 volts rated for 60 watts.
- Or from a USB-C Power Delivery source rated at **100 watts** (20 volts, 5 amps). Supplies rated below 100 watts, including common 65-watt laptop chargers, won't run it.
- It typically uses about 20 to 40 watts.

Checked against Starlink's Help Center articles on powering Starlink Mini and the Mini product page on November 13, 2026.

Wi-Fi on the Mini

The built-in Wi-Fi is the Wi-Fi 5 kind and supports many devices at once, more than enough for a household. Wi-Fi reach is shorter than a separate router's, so in a large house a mesh system may help.

TIP

Same sky rules apply

The Mini needs a clear view of the sky just like the Standard dish. Run the obstruction check for the Mini model in the app.

CHAPTER 12

Getting the Starlink App and Activating

The **Starlink** app is your control panel. It helps you choose a spot, shows whether you're online, runs speed tests, changes Wi-Fi settings and sends support requests.

1. Install the **Starlink** app from the App Store (iPhone) or Google Play Store (Android). Check that the publisher is Starlink (SpaceX).
2. Sign in with the email and password you used when ordering.
3. Set the dish in your chosen spot and connect the cable to the router, then plug the router into power.
4. Give the dish a few minutes. It moves to aim itself at the sky; that's normal.
5. On your phone, join the Starlink Wi-Fi network. The app guides you through naming it and setting a password.
6. When the app shows **Online**, you're connected.

GOOD TO KNOW

It may take a little while

On the very first start, the dish may download updates and search the sky. Give it time before deciding something is wrong. If the app says **Booting** for a long time, see Chapter 25, *Internet Stopped Working: First Steps*.

SCAM ALERT

The real app only

Install only the official Starlink app from your phone's app store. Never install an app, or give remote access to your computer, because a caller says it's needed for Starlink.

CHAPTER 13

Check for Obstructions: Finding the Spot

Before you mount anything, use the app to find the spot with the clearest sky. This is the most important step in the whole setup.

1. Open the app and tap **Find an Install Location** (or **Check for Obstructions**).
2. Select your hardware model.
3. Stand where the dish would go, holding the phone at the planned mounting height.
4. Sweep the sky as the app directs.
5. Look at the result: **No Obstructions** is what you want.
6. Try each candidate spot and compare.

Checked against Starlink's Help Center articles on checking for and fixing obstructions on November 13, 2026.

Good spots, and spots to avoid

Usually good	Usually poor
A roof peak or high on a gable	Under or beside tall trees
A tall pole in an open yard	Close against a two-story wall that blocks half the sky
An open area of lawn, away from trees	Low on a porch with a roof overhead
Somewhere snow won't bury it	Spots where snow slides off the roof onto the dish

TIP

Think a few years ahead

Small trees grow. A spot that's clear today may be blocked in a few summers. Higher spots tend to stay clear longer.

CHAPTER 14

Mounting the Dish

The kickstand lets you test the dish on the ground. For everyday use, most homes mount it somewhere higher and more permanent. Starlink sells mounts for walls, roofs and poles in its online shop.

Your options

Option	In short
Kickstand on the ground	Quick and easy. Fine in an open yard; watch for mowers, pets and snow.
Roof mount	Often the clearest view. Involves a ladder and drilling into the roof.
Wall or eave mount	Gets the dish up high without going onto the roof.
Pole mount	Lifts the dish above fences and low trees in the yard.

Before you drill

1. Test the exact mounting spot with the kickstand first, and check the app for a day.
2. Plan the cable route from the dish to the router (next chapter).
3. Make sure the mount suits your roof or wall, and seal any holes against water.
4. Keep the dish away from power lines.

STAY SAFE

Ladders and roofs

Please don't go up a ladder or onto a roof alone. A fall is a far bigger problem than a slow internet connection. A family member, a handyman or a professional installer is worth it.

FROM BILL

I can help plan it

I'm glad to help you pick the spot and the cable route, set up the app and Wi-Fi, and point you toward the right kind of installer for the roof work.

CHAPTER 15

Running the Cable Indoors

The cable from the dish has to reach the router inside. With the Standard kit you have about 15 meters (roughly 50 feet) to work with.

1. Measure the path from the dish to where the router will sit, following walls and eaves rather than a straight line.
2. Decide how the cable will come in: through a wall, a window frame, a basement rim joist or an existing cable entry.
3. Avoid sharp kinks, pinching in doors or windows, and spots where it can be stepped on.
4. Place the router somewhere central and off the floor, where its Wi-Fi can reach the rooms you use most.
5. Connect, power up, and check the app shows Online.

Checked against Starlink's Help Center article "How much cable do I have and how do I route it indoors?" on November 13, 2026.

HEADS UP

No cutting, no splicing

Don't cut the cable to feed it through a small hole, and don't extend it with other cables. Starlink advises against both.

TIP

A drip loop

Where the cable enters the house, let it dip down a little before it goes in. Rainwater then drips off the low point instead of following the cable inside.

CHAPTER 16

The Router and Your Wi-Fi

Router 3 turns the Starlink connection into Wi-Fi. You set its network name and password in the Starlink app.

Changing the Wi-Fi name or password

1. Open the Starlink app.
2. Go to **Settings** and find the router's Wi-Fi settings.
3. Change the network name or password and save.
4. Reconnect each of your devices with the new password.

Getting Wi-Fi to every room

- Place the router centrally and up off the floor.
- Plug a TV or desktop computer into one of the router's two Ethernet ports for the steadiest connection.
- For a big house, Starlink offers mesh Wi-Fi units that work with its router. Or you can connect your own mesh system, such as eero, to the router; see Bill's *eero* manual.

Checked against Starlink's Standard kit and Router 3 specification sheets on November 13, 2026.

TIP

Switching from an old provider

If you give the Starlink network the **same name and password** as your old Wi-Fi, most devices reconnect on their own. Turn the old router off first.

GOOD TO KNOW

Write it down

Record the Wi-Fi name and password in the cheat-sheet at the end of this guide.

PART 4

Everyday Use

The app, the obstruction map, Ohio weather, overnight updates, stowing, moving and pausing service.

CHAPTER 17

A Tour of the Starlink App

You don't have to open the app every day. But it's worth knowing what's in it, so you know where to look when something seems off.

Area	What you'll find
Home screen	Shows whether you're **Online**, plus any alerts.
Speed test	Measures the speed to the router and to your phone.
Statistics	Shows outages and interruptions over time, and their causes.
Obstructions	A map of the sky showing where the dish's view is blocked.
Settings	Wi-Fi name and password, snow melt, software update time, stow, reboot.
Support	Help articles and sending a support ticket.

GOOD TO KNOW

Alerts aren't always problems

Some app alerts are just advice. Starlink notes that not every alert affects your service. Read it, and act if it suggests a step.

Checked against Starlink's Help Center article "What are the alerts on my Starlink App?" on November 13, 2026.

TIP

Keep the app up to date

Let your phone update the Starlink app along with your other apps. Menu names can shift a little between versions, so if a button in this guide looks different, look for the word in bold nearby.

CHAPTER 18

The Obstruction Map After Setup

Once your dish is running, the app builds an **obstruction map** from the dish's real connections to satellites. It's different from the camera scan you did before setup, and more accurate.

1. Open the app and look for **Obstructions**, or the obstruction check in Settings or the visibility screen.
2. Give it time. The map can take up to **12 hours** to fill in after setup or after you move the dish.
3. Look for marked areas. They show where something blocks the view.
4. Match those areas to what's around you: a tree to the north, a chimney, a neighbor's barn.

Checked against Starlink's Help Center articles on checking for and fixing obstructions on November 13, 2026.

Fixing obstructions

- Move the dish higher, or to a spot clear of the obstruction.
- Trim the branches in the way, if they're yours and it's safe to do.
- After moving the dish, reset the map and let it fill in again.

> **TIP**
>
> **A little is normal**
>
> A small obstruction may cause only brief blips you never notice. A big one causes frequent dropouts, especially on video calls.

CHAPTER 19

Snow, Rain and Ohio Weather

Starlink is designed for outdoor life, including Northeast Ohio winters. Knowing what the dish does on its own saves a lot of worry.

Snow

- The dish has a **snow melt** feature that gently heats it to melt snow.
- In the app, snow melt can be set to **Automatic** (recommended; heats only when it detects snowy conditions), **Pre-heat** (keeps the dish warm, using more power) or **Off**.
- Starlink lists the Standard dish as melting up to about 1.5 inches of snow per hour.
- Heavy snow that buries the dish can still interrupt service, so mount it where snow won't pile up or slide onto it.

Checked against Starlink's Help Center articles "How Starlink Performs in Snow and Ice" and "How do I adjust snow melt mode?" on November 13, 2026.

Rain, wind and cold

- The dish is built to work in the wet. Very heavy rain or wind can slow it or cause a rare brief outage.
- The Standard dish is rated to keep working in winds up to about 60 miles per hour.
- Light ice and icicles generally don't affect it.

HEADS UP

Hands and tools off the dish

Don't scrape the dish with picks, chisels or scrapers, and don't put a cover on it. Covers degrade performance and get in the way of snow melt.

GOOD TO KNOW

Severe storms

Starlink says its hardware isn't designed for hurricanes, tornadoes or similar extreme events.

CHAPTER 20

Software Updates and the Overnight Reboot

Your Starlink downloads software updates on its own. To apply them, it normally reboots overnight, around **3:00 a.m.** local time. You'll rarely notice, unless you're up late on a video call.

1. Open the app and go to **Settings**.
2. Find **Software Updates**.
3. Choose the time window that suits you: overnight, morning, afternoon or evening.

Checked against Starlink's Help Center article "What are the alerts on my Starlink App?" on November 13, 2026.

GOOD TO KNOW

If it rebooted by itself

A short overnight drop is usually just the update reboot. Nothing is wrong, and nothing needs to be done.

TIP

Apply an update now

If the app says an update is waiting, a manual reboot from the app applies it right away.

CHAPTER 21

Stowing the Dish

Stowing tips the dish into a flat position for moving or packing. You'd do it if you take a Standard kit off its mount, or before storing it.

1. Open the app and go to **Settings**, then **Starlink**.
2. Drag the slider to **Stow Starlink**.
3. Wait for the dish to finish moving before unplugging it.

Checked against Starlink's Help Center article "How do I stow my Starlink?" on November 13, 2026.

GOOD TO KNOW

Not every model needs it

Stowing applies to certain dish models. If you don't see the option, your model may not need it; Starlink's help article lists which do.

TIP

Unstowing

When you plug the dish back in at its spot, it aims itself again. Give it a few minutes.

CHAPTER 22

Video Calls, Streaming and Smart Devices

Most households on Starlink video-call family, stream TV and run smart devices without trouble. A few habits help.

- **Video calls:** a clear sky matters most. If calls freeze for a few seconds now and then, check the obstruction map.
- **Streaming TV:** plug a TV near the router into an Ethernet port for the steadiest picture.
- **Smart speakers, plugs and cameras:** they join the Starlink Wi-Fi like any device. Each needs its own app to switch networks if you changed the Wi-Fi name.
- **Security cameras** upload video all day. If uploads feel slow, lower the camera's video quality in its app.

GOOD TO KNOW

Speed tests

Run tests near the router and compare with a test far away. If it's fast near the router but slow far away, the issue is Wi-Fi reach, not the satellite. Bill's *Slow Internet? Speed Tests & Fixes* manual goes deeper.

TIP

Medical alerts and alarms

If a medical alert or monitored alarm depends on your internet, test it with the monitoring company after switching to Starlink.

CHAPTER 23

Moving or Changing Your Service Address

A Residential plan works at the **service address** on your account. If you move house, update the address before you use the kit at the new place.

1. Check the new address on Starlink's coverage map at **starlink.com/map**.
2. In the app, open the menu and choose **Manage Subscription**, then **Service Location**.
3. Enter the new address and tap **Set Service Address**.
4. Allow 15 to 30 minutes for your account to update.

Checked against Starlink's Help Center article "How do I change my service address?" on November 13, 2026.

HEADS UP

The old address stops working

Changing the service address turns off service at the old address, and you may not be able to switch back. Plan prices can also differ at the new address.

GOOD TO KNOW

On the website

You can also change it at starlink.com: sign in, go to **Subscriptions**, click **Edit** next to Service Location, enter the new address and save.

CHAPTER 24

Away for a While? Pausing Service

If you're away for months, such as wintering in the South, you may not want to pay full price for a dish nobody's using. Starlink has offered a low-cost **Standby Mode** for this.

- Standby Mode keeps a very slow connection active for a small monthly fee, instead of the full plan price.
- In 2026 the Standby fee went up. It has been reported at about $10 a month. Check the current fee in the app.
- You can switch back to your full plan when you return.

HEADS UP

Confirm before you go

Plan options and fees change. Before leaving, check the app's subscription screen for the current options, and write down what you chose and when it takes effect.

TIP

Doorbells and cameras

If you rely on cameras or a smart thermostat while away, Standby's very slow speed may not be enough for them. Weigh that before pausing.

GOOD TO KNOW

Canceling is different

Pausing keeps your account and plan option. Canceling ends service; see Chapter 29, *Canceling and Returning the Kit*.

PART 5

Fixing Problems & Staying Safe

What to do when Starlink stops or slows, how to reach real Starlink support, spotting fake deals, and canceling and returning the kit.

CHAPTER 25

Internet Stopped Working: First Steps

Take a breath. Most problems are fixed by the same few steps. Work down the list and stop as soon as things work again.

1. **Check another device.** If your phone works on Wi-Fi but the TV doesn't, the problem is the TV.
2. **Open the Starlink app** (using your phone's mobile data if Wi-Fi is down). Read any alert on the home screen. One alert tells you there's a **service outage in your area** that Starlink is working on.
3. **Check the power.** Is the router plugged in and its light on? Has a breaker tripped or an outlet switched off?
4. **Restart.** Unplug the router's power, wait a full minute, and plug it back in.
5. **Give it time.** If the app says **Booting**, keep the dish outside with a clear view and wait at least 20 minutes.
6. **Still stuck?** Send a support ticket from the app. Tickets from the app include details about your Starlink that help support.

Checked against Starlink's Help Center articles "App Says Starlink is Offline - Booting" and "What are the alerts on my Starlink App?" on November 13, 2026.

GOOD TO KNOW

Power outages

The dish and router need electricity. When the power goes out, so does Starlink. A battery backup can carry you through short outages; see Bill's *Surge Protectors & Battery Backups* manual.

TIP

Snowy morning?

If it snowed heavily overnight, the dish may simply be covered. Snow melt usually clears it; see Chapter 19, *Snow, Rain and Ohio Weather*.

CHAPTER 26

Slow or Dropping Connection

If Starlink works but feels slow, or drops for a few seconds at a time, sort out whether the cause is the sky view, the Wi-Fi inside, or simply a busy time.

What you notice	Likely cause	What to try
Short dropouts, a few seconds each	Obstructions	Check the obstruction map; move the dish higher.
Fast near the router, slow far away	Wi-Fi reach	Move closer, use Ethernet, or add mesh Wi-Fi.
Slower in the evenings	Busy network times	Schedule big downloads overnight; consider plan priority.
Slow during a heavy storm	Weather	Wait it out; service usually recovers on its own.
One device slow, others fine	That device	Restart it; forget and rejoin the Wi-Fi.

Using the app to find the cause

- Check the **Statistics** or outages view in the app. It shows when interruptions happened and often why.
- Run a speed test from the app, close to the router.
- Look at the obstruction map for new blocked areas. Trees leaf out in spring.

TIP

Notes help

If you contact support, a short list of when the problem happens (time of day, weather) gets you further than "it's slow."

GOOD TO KNOW

Plan speed matters at busy times

Starlink says the 200 Mbps plan may be slower at peak hours than Residential Max, which gets the highest network priority.

CHAPTER 27

Getting Help from Starlink

Starlink's support is mostly online, through the app and your account at starlink.com. There's also a phone line for the U.S. and Canada.

Ways to reach real Starlink support

- **In the app:** open Support and send a ticket. App tickets include helpful details about your equipment.
- **On the website:** sign in at starlink.com and use the Support section.
- **By phone (U.S. and Canada):** Starlink's Help Center lists **888-GO-STARLINK** (888-467-8275), answered 24/7 in English. You can also ask for a call back through a support request.
- Starlink says it doesn't charge a fee for phone calls with its support team.

Checked against Starlink's Help Center article "Contact Starlink Customer Support" on November 13, 2026.

SCAM ALERT

Fake support numbers

Scammers buy search ads and post fake "Starlink support" numbers. Get the number from the app or from starlink.com typed in yourself. Real support won't ask for gift cards, cryptocurrency or remote control of your computer.

TIP

Have these ready

The email on your account, your service address, and a short description of the problem and when it started.

CHAPTER 28

Fake Starlink Deals and Scams

Because Starlink is popular and talked about, scammers use its name. News outlets and security researchers have reported fake ads on social media offering "lifetime" Starlink for one small payment, and copycat websites made to look like Starlink's.

Red flags

- "**Lifetime**" service, or a deep discount for paying today.
- An ad on social media that leads to a website address that isn't **starlink.com**.
- Paying in **cryptocurrency**, **gift cards**, or through a payment app to a person.
- Spelling mistakes, countdown timers and pressure to act now.
- A "senior discount" or government-program offer you can't find on starlink.com.

SCAM ALERT

Gift cards are for gifts

The Federal Trade Commission warns that only scammers ask you to pay with gift cards, including callers posing as internet companies who offer big discounts. Hang up, and contact the company using a number or website you know is right.

Checked against FTC consumer alerts on internet-provider impostors and gift-card scams on November 13, 2026.

If you already paid

1. Call your bank or card company right away using the number on your card, and tell them it was a scam.
2. If you paid with a gift card, contact the company that issued the card.
3. Report it at **ReportFraud.ftc.gov**.
4. Change the password on any account you entered on the fake site.

HEADS UP

Bill's guide for next steps

Bill's *I Think I've Been Scammed* manual walks through everything to do after a scam, calmly and in order.

CHAPTER 29

Canceling and Returning the Kit

If Starlink isn't right for you, cancel properly and, if you're eligible, return the hardware on time. Here's how Starlink's Help Center describes it.

Within the 30-day window

1. Sign in to your account in the app or at starlink.com.
2. Cancel your subscription, and tick the box for a **hardware return**.
3. Watch your email for the **prepaid return label**.
4. Pack the dish, router, cables and power supply, attach the label and ship it.

Checked against Starlink's Help Center article "How do I return my Starlink kit?" on November 13, 2026.

Other situations

Situation	What happens
Rented kit	Return it in good condition within 30 days of canceling, or you're charged the full kit price.
Bought from a store	The store handles the hardware return. Cancel the service with Starlink yourself first.
Mounts and accessories	From the Starlink Shop, returnable within 30 days of delivery through Your Orders.
After 30 days (owned kit)	No hardware refund. You can still cancel the service.

TIP

Protect yourself

Write down the date you canceled, keep the return label's tracking number, and take a photo of the packed box. Check your next statement for any unexpected charge.

PART 6

When to Call Bill & Your Cheat-Sheet

When a hand saves worry, and everything important about your Starlink on one page.

CHAPTER 30

When to Call Bill

This guide covers what you need to choose, set up and live with Starlink on your own. But part of being helpful is being honest about when a hand saves you time and worry. Here's when I'd pick up the phone.

Good reasons to call

- You're deciding between Starlink, 5G home internet and DSL, and want a second opinion. That's what my **Wi-Fi Help** visit is for.
- You'd like help running the **obstruction check** and choosing the spot and cable route.
- Your Wi-Fi doesn't reach the far bedroom or the barn, and you're weighing mesh Wi-Fi.
- You're moving every device, from TV to printer to doorbell camera, over from an old provider.
- An ad or a caller is offering a Starlink "deal" that seems too good.
- You're canceling and want to be sure everything goes back on time.

Things you can handle yourself

Checking the app, reading an alert, restarting the router, running a speed test, setting snow melt to Automatic, and ignoring a "lifetime Starlink" ad. These are yours now.

STAY SAFE

Roof work

I'll happily help plan a mount, but I'd always rather you hire a professional for anything on a roof than climb up yourself.

FROM BILL

How I like to help

I'm Bill, and I bring 30+ years of professional experience to helping folks feel at home with their technology, right here in Portage County, Ohio. I don't rush, I don't talk down to anyone, and there's no such thing as a silly question. $49 remote · $99 in your home. Call or text **(330) 200-8042** or book at **billshometech.com/book**. If you reach my assistant Sophie on the main line, she can answer simple questions and get you on my schedule.

Thank you for taking the time to learn this. For a lot of homes on long country roads, a well-placed Starlink dish is the first truly good internet they've had, and now you know how to

make the most of it.

— Bill

CHAPTER 31

Your Starlink Cheat-Sheet

Keep this handy. The everyday moves, all in one place.

The everyday moves

To do this	Do this
Check your sky	Starlink app > **Find an Install Location** > choose model > scan at mounting height.
See the obstruction map	App > Obstructions (allow up to 12 hours to fill in).
Snow melt	App > Settings > snow melt > **Automatic**.
Update time	App > Settings > **Software Updates** > choose a window.
Stow the dish	App > Settings > Starlink > slide to **Stow Starlink**.
Restart	Unplug the router's power, wait one minute, plug back in. If Booting, wait 20 minutes.
Change address	App > menu > Manage Subscription > Service Location.
Get help	App > Support > ticket, or 888-GO-STARLINK (888-467-8275).
Cancel / return	Account > cancel subscription > tick hardware return (within 30 days).

The safety rules

- Order only at starlink.com, typed in yourself, or from a store you know.
- "Lifetime" Starlink deals are fake.
- No real company asks for gift cards or cryptocurrency.
- Get support numbers from the app or starlink.com, never from an ad.
- Never climb onto a roof or ladder alone.

Keep these handy

My Starlink details	
My plan	_____
Delivery date / last return date	_____
Account email	_____
Wi-Fi name	_____
Wi-Fi password	_____
Where the dish is mounted	_____
Starlink support	888-GO-STARLINK (888-467-8275) · in the app
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

WHAT THIS DOES FOR YOU

Connected, even out here

You can now judge whether your property suits Starlink, choose a plan without overpaying, find the clearest spot, keep it running through an Ohio winter, and spot the fake deals. That's real independence.

Bill's Home Tech · Complete Manuals Series · (330) 200-8042 · billshometech.com · Portage County, Ohio