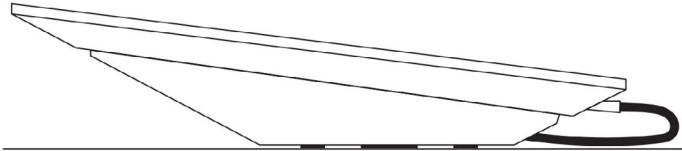


TM Starlink

Installation Guide



Version 2 - October 2023

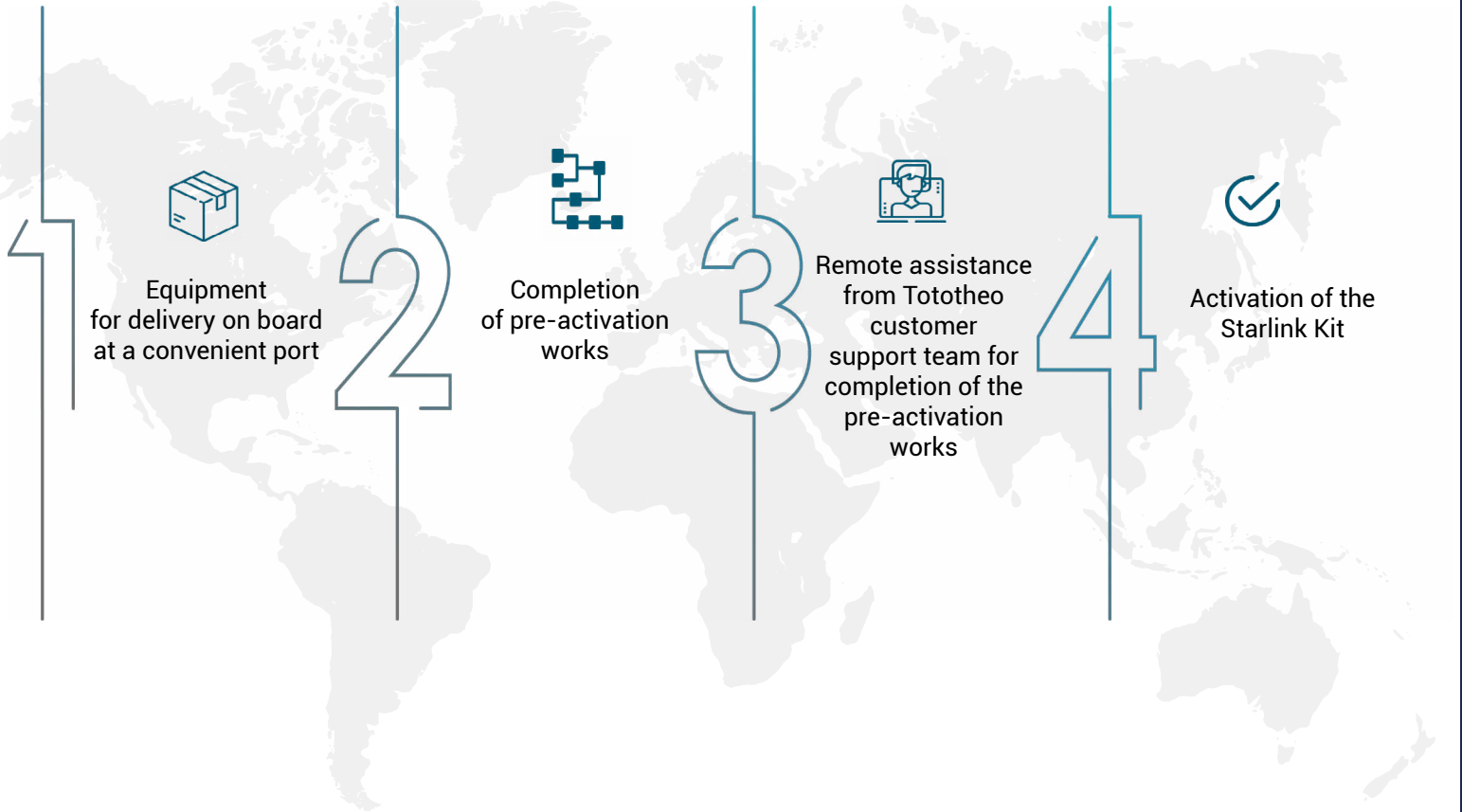
You can also find the guide online: <https://tototheo.com/file/starlink-installation-guide.pdf>



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Project Flowchart



Starlink Antenna

Three Boxes

Box 1 - Antenna



Width: 62 cm
Length: 68 cm
Height: 20 cm
Weight: 8kg

Box 2 - Wedge Mount



Width: 35 cm
Length: 45 cm
Height: 10 cm
Weight: 2kg

Box 3 - Antenna Cable



Width: 53 cm
Length: 23 cm
Height: 7 cm
Weight: 1kg

What's in the box?

Box 1 - Antenna

Flat High Performance Antenna

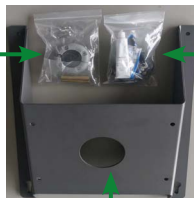


POE Adaptor



Box 2 - Wedge Mount

Screws & Nuts



Silicon Salve

Antenna Base

Box 3 - Antenna Cable



25m Antenna Cable

Part 1- Antenna Pedestal Position Identification

Antenna Pedestal/Mast Location

When installing an antenna pedestal or mast, it's important to choose the right location to ensure optimal connectivity. To determine the most suitable position for the antenna, we recommend providing Tototheo with 360-degree images from the compass deck.

Take 360-degree images: Use a camera or smartphone to take pictures of the compass deck 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.



Note:

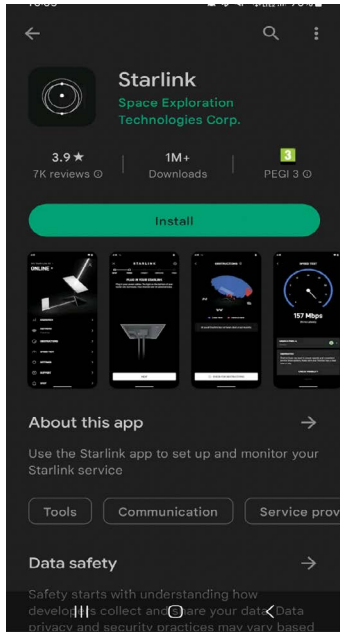
Additional images from the radar should be provided.

Part 1- Antenna Pedestal Position Identification

Dishy Obstructions Identification

Step 1

Download and install Starlink application from Google Play or Apple Store



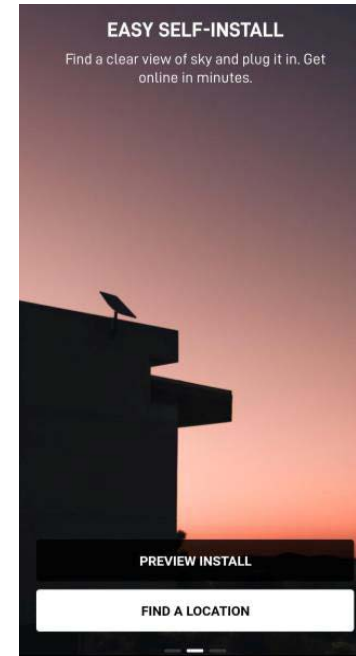
Step 2

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 Pedestal Position Identification

Dishy Obstructions Identification

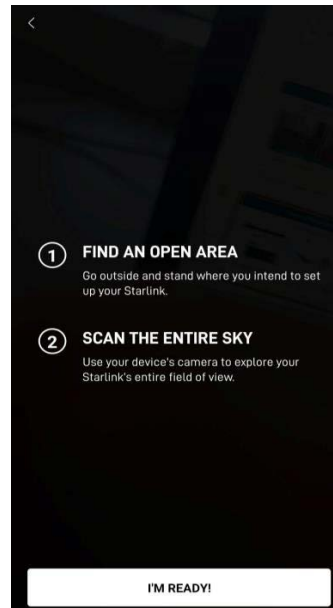
Step 4

Select the **Maritime Flat-High Performance Antenna** and **CONFIRM**



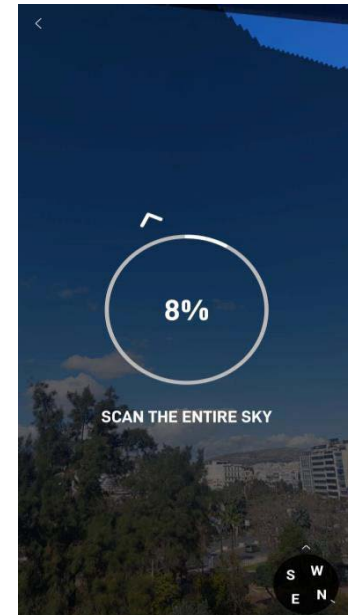
Step 5

Press **I'M READY**



Step 6

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



Part 1- Antenna Pedestal Position Identification

Antenna Pedestal/Mast Fabrication



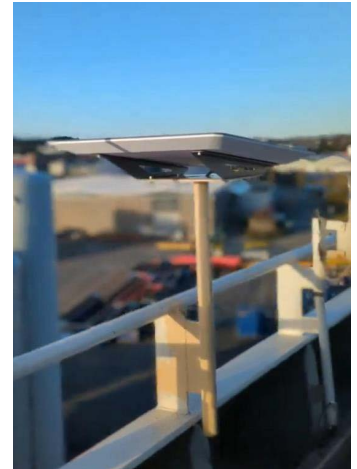
Inappropriate Mast



Inappropriate Mast



Appropriate Mast



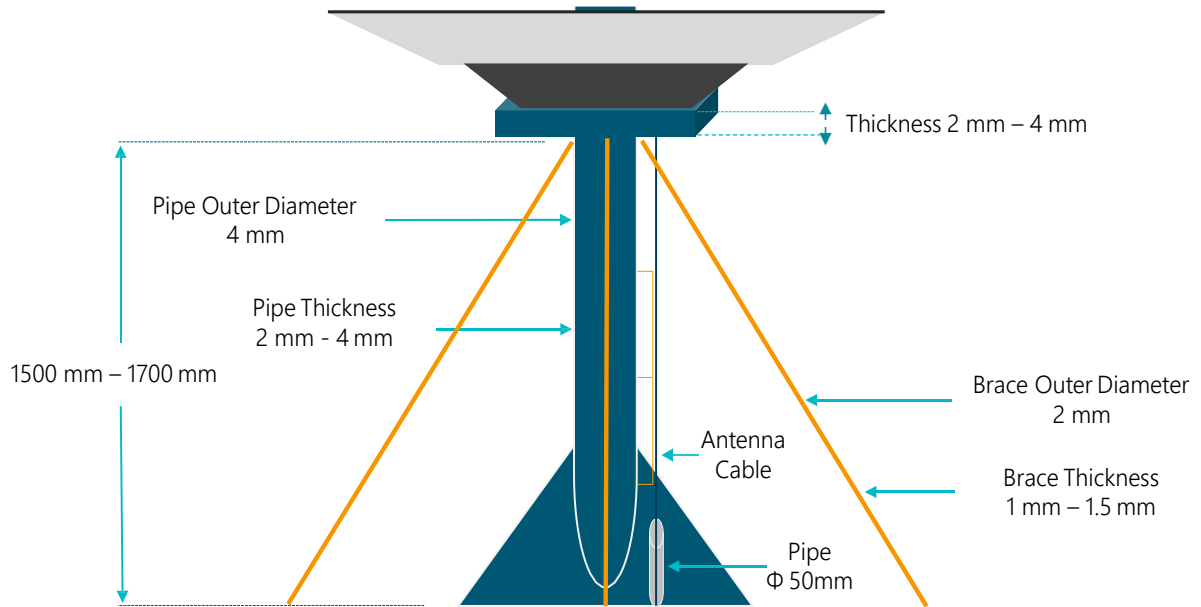
Appropriate Mast

Note:

- The antenna can be installed on the rails, or you can fabricate a new pedestal.
- For installations on top of rails ensure that the antenna will be installed 500 mm above them.
- Refer to page 10 for the appropriate mast specifications (height, thickness, stabilization).

Part 2- Pedestal Fabrication

New Pedestal Fabrication

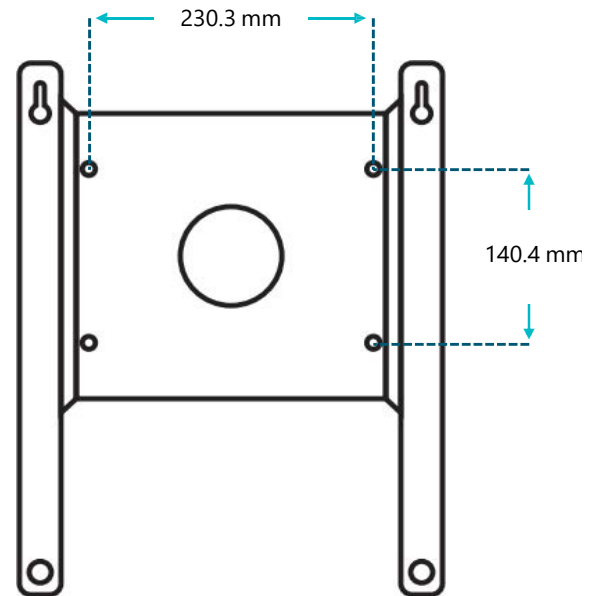


Part 2- Pedestal Fabrication

Starlink Flat High Performance Antenna - Top Plate Dimensions

Use the Wedge Mount (8 degrees angle) on any installation and never change the angle of the antenna.

Using the Wedge Mount as a guide, mark the four corner hole locations with the pencil and drill the top plate of pedestal at the marked locations.



Part 2- Pedestal Fabrication

Pre-Activation Works



Part 2- Pedestal Fabrication

Pre-Activation Works



Step 3



Step 4



Step 5

Part 3- Connections Diagram

Example Switch or Router

Power Supply 220V

Starlink Antenna

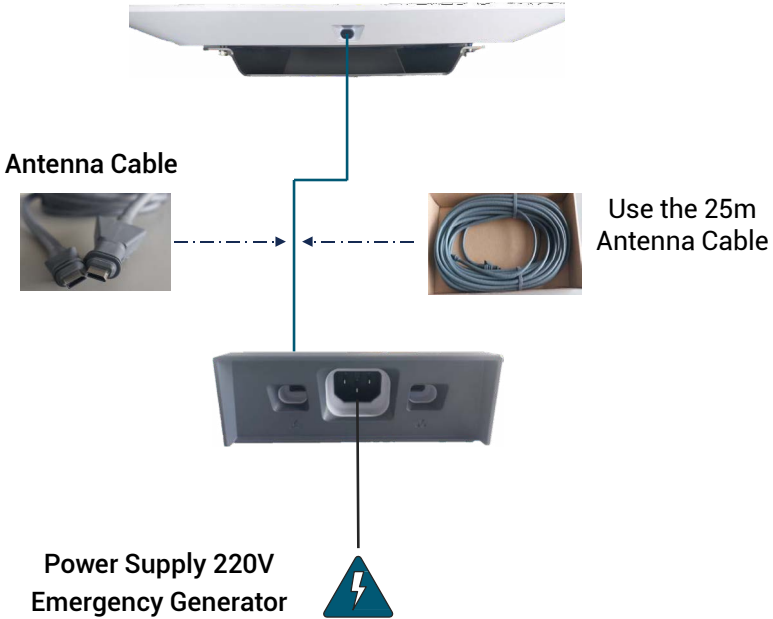


Starlink POE Power Supply



Part 3- Connections

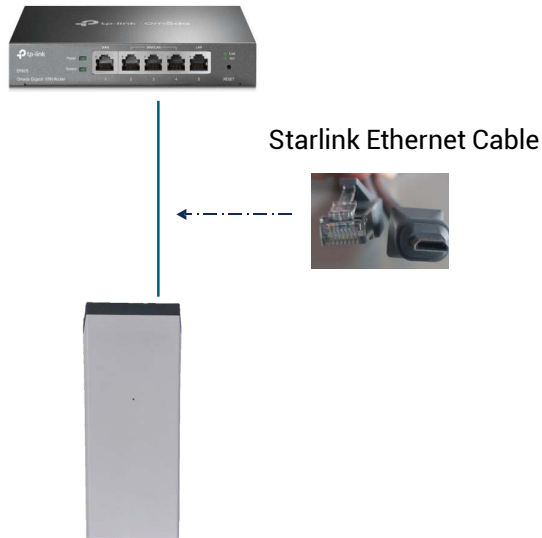
Antenna Connections Diagram



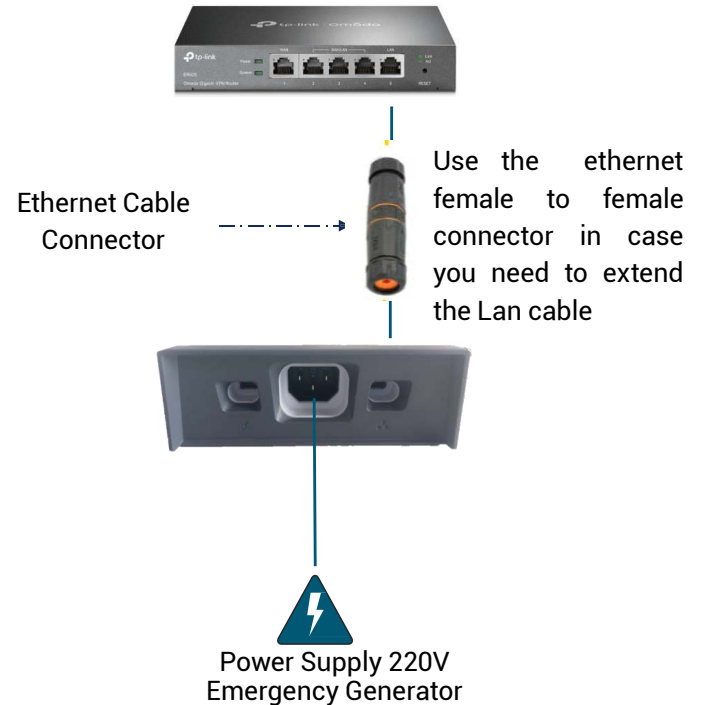
Part 3- Connections

Network Connection Diagram

Example of a Switch or Router



Example of a Switch or Router



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://totothemaritime.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:

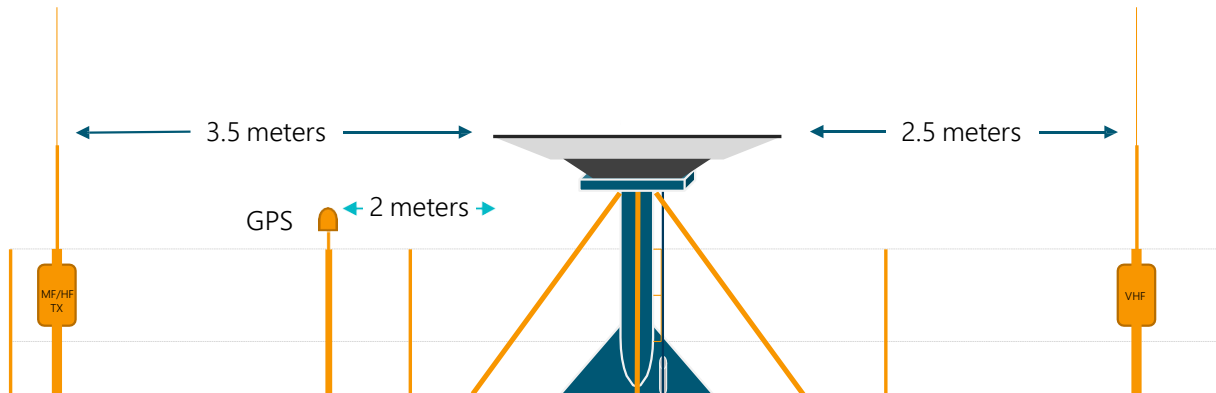
For support issues submit a request to our support team <https://starlinksupport.tototheo.com>.

Part 5- Pre-Activation Best Practises

Starlink Antenna Radio Frequency Interference Avoidance

Safe distances from other equipment

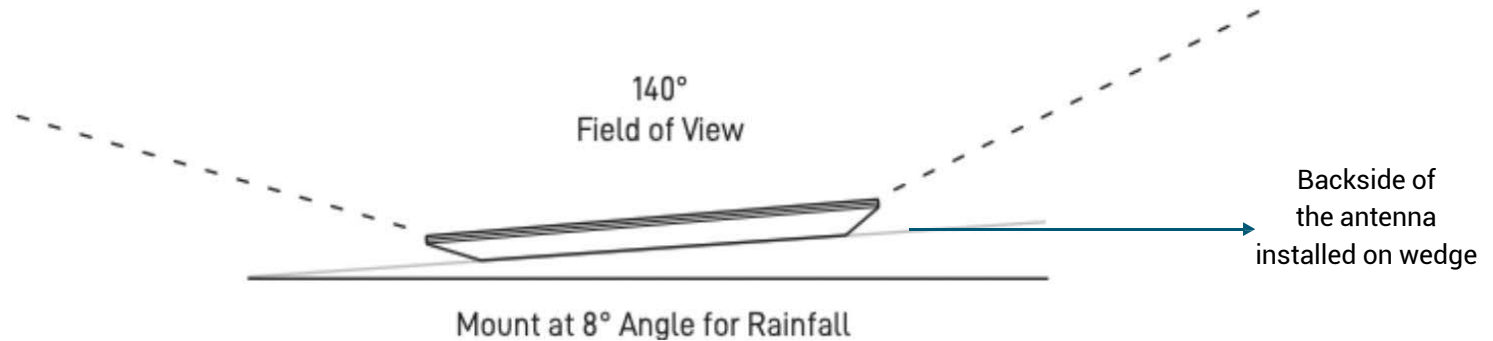
- Maintain a safe distance of at least 4 meters between Starlink antennas and Radars or VSAT antennas. Note that the Starlink antenna should not be installed at the same height as Radars.
- Keep a distance of at least 3 meters between Starlink antennas and Fleet Broadband (FBB) equipment. Always consider the angle between the Starlink antenna and FBB when determining their placement.
- Ensure that the Starlink antenna pedestal is at least 3 meters higher than any Magnetic Compass in the vicinity to avoid interference.



Part 5- Pre-Activation Best Practises

Starlink Antenna Orientation

When installing the Starlink antenna, ensure that all other equipment is positioned on the back side of the antenna.



Part 6- 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

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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