

Starlink Production Testing

Purpose: The purpose of this work standard is to properly set up and validate the functionality of the Starlink antenna and wifi network on all applicable yachts.

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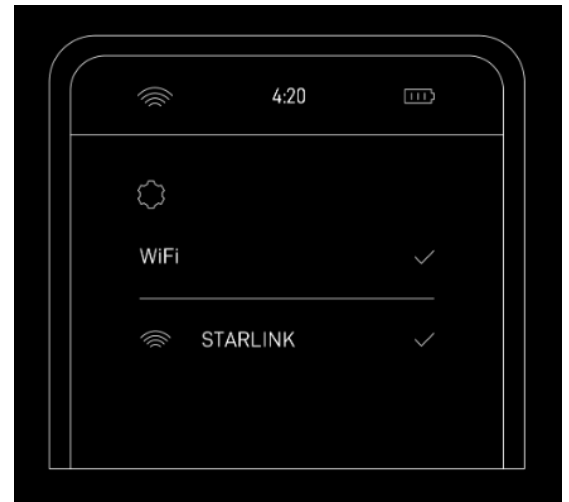
I. Download the Starlink app

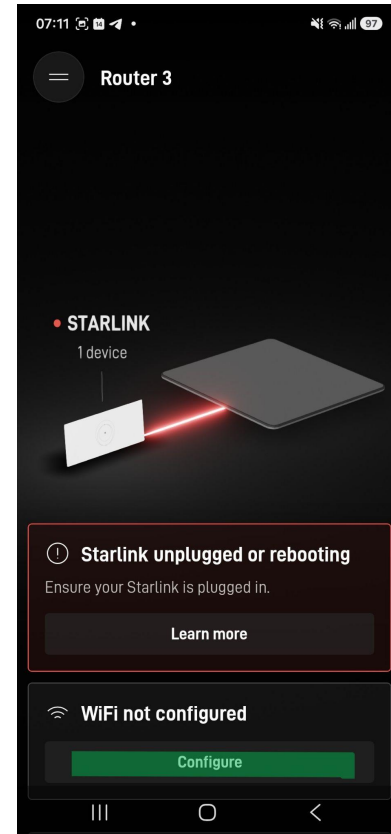
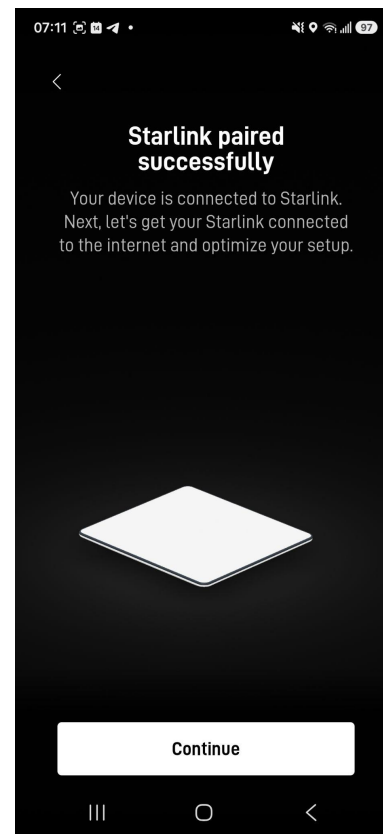
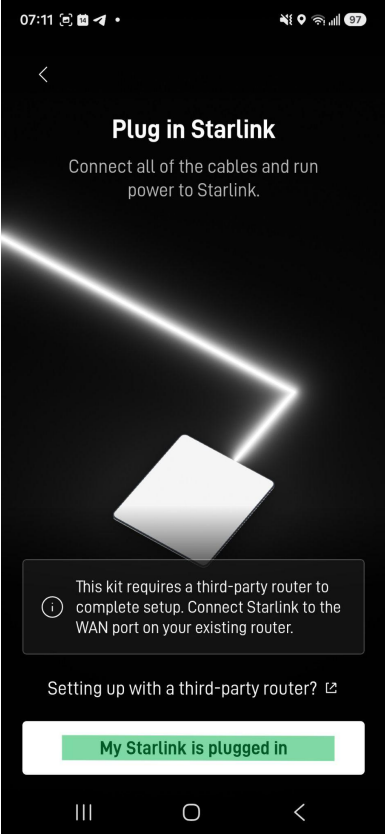
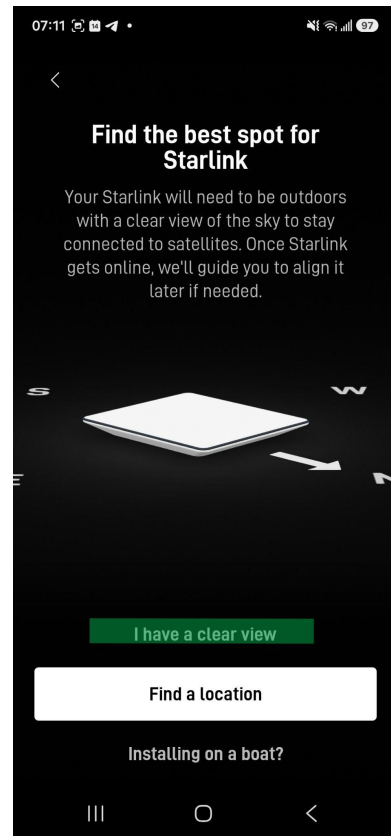
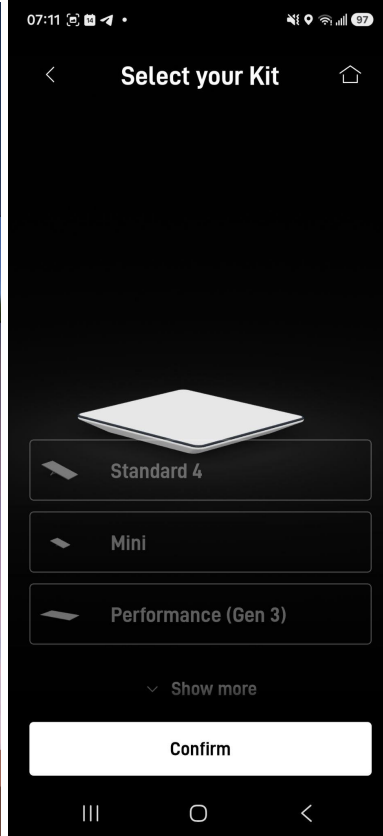
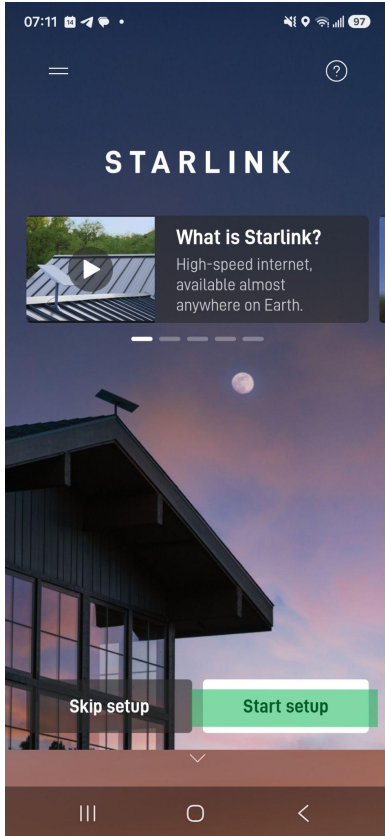
1. Search “Starlink” in the Apple App Store for iOS or the Google Play Store for Android.
2. Download and Install.
3. It is not necessary to create an account in order to complete testing.

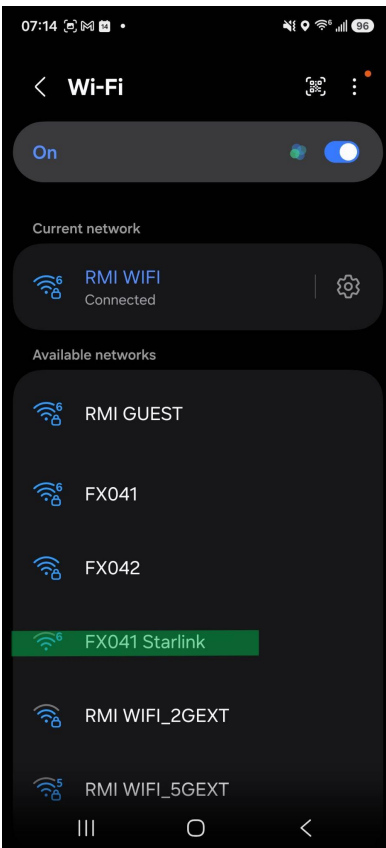
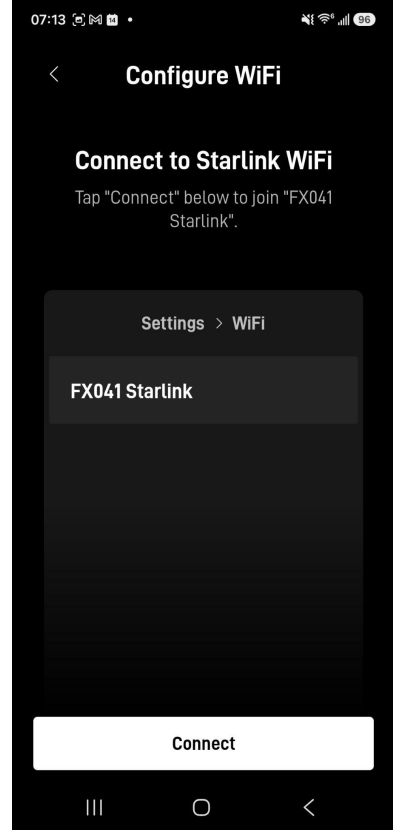
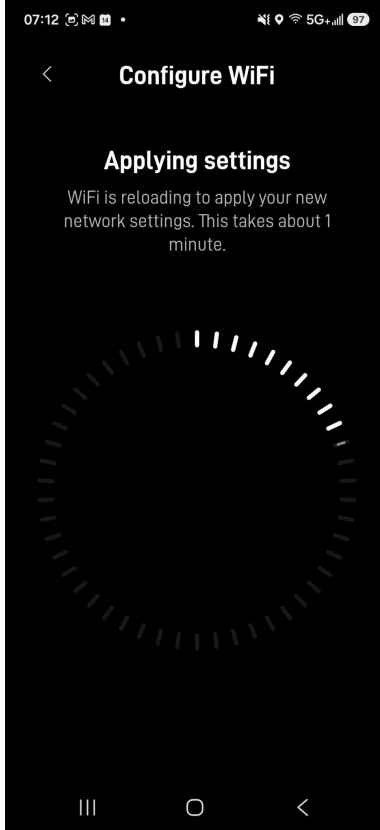
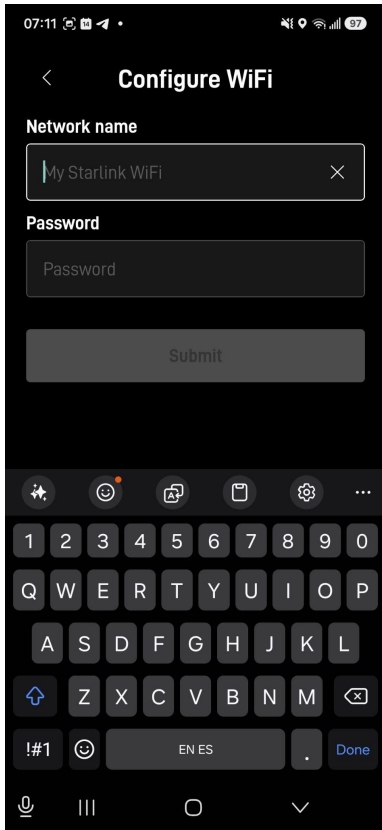


II. Wi-Fi connection

1. On your device, find and connect to the default network STARLINK via WiFi setting. If this is not available, make sure that the power is on, or proceed to troubleshooting.
2. Rename the WIFI network to include the Brand, Model Name, and HIN.
 - a. Connect to the Starlink WIFI network.
 - b. Open the Starlink App and complete the initial setup instructions if necessary.
 - c. Once connected and on the router home page, under the “WIFI not configured” tab, select “Configure”.
 - d. Add the Model Name + HIN of the boat. The name format MUST be **“Regal + Model Name + Starlink + HIN#”**. A password is not needed. For example, **“Regal 50 SAV Starlink SM036”**.
 - e. Click save. The WIFI will reset to change the name. Reconnect through your phone settings to verify.

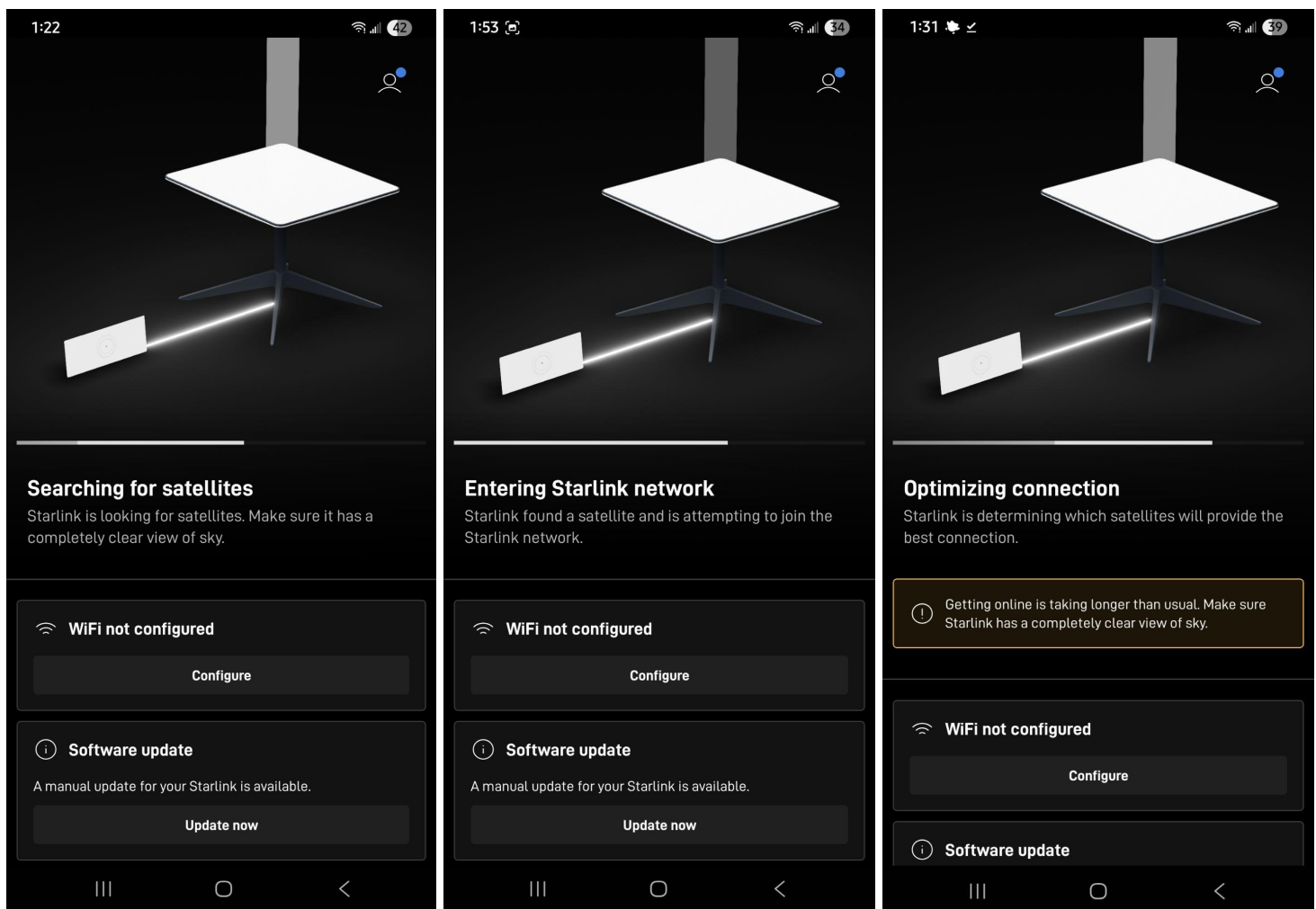


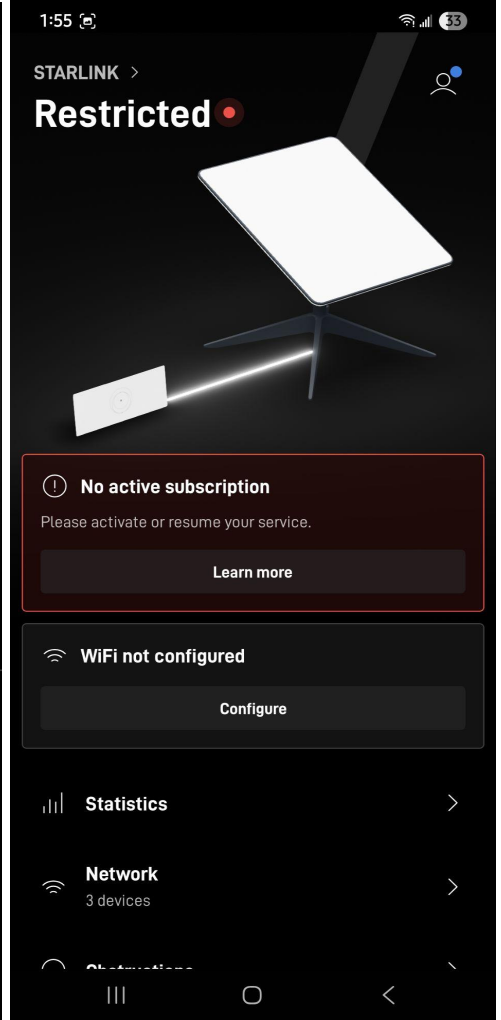
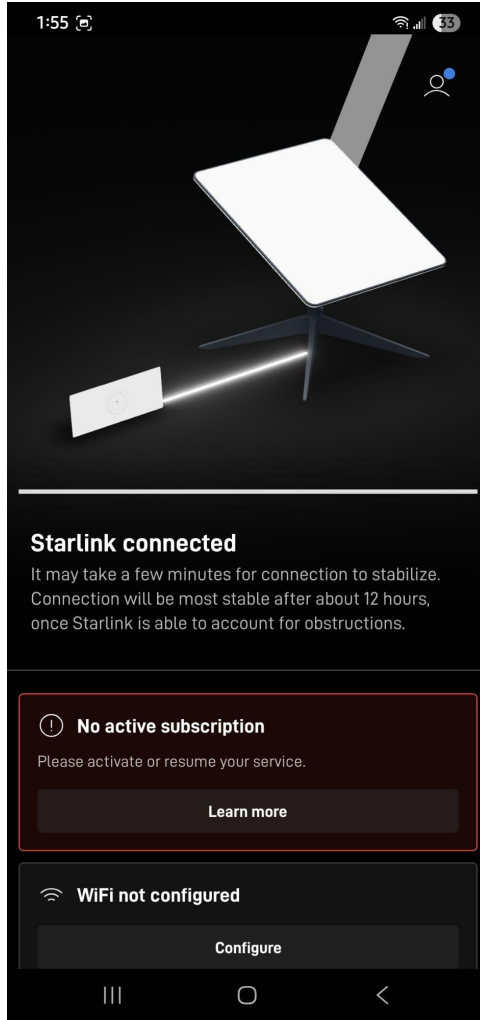
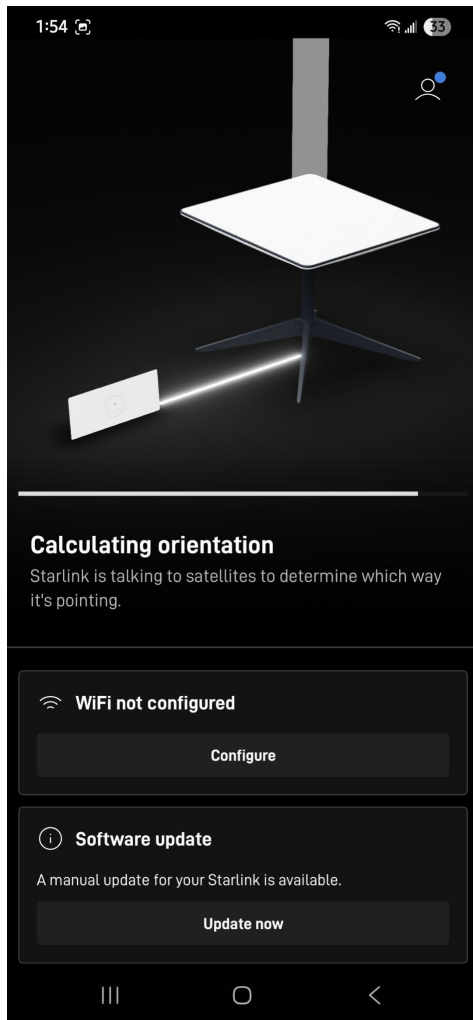




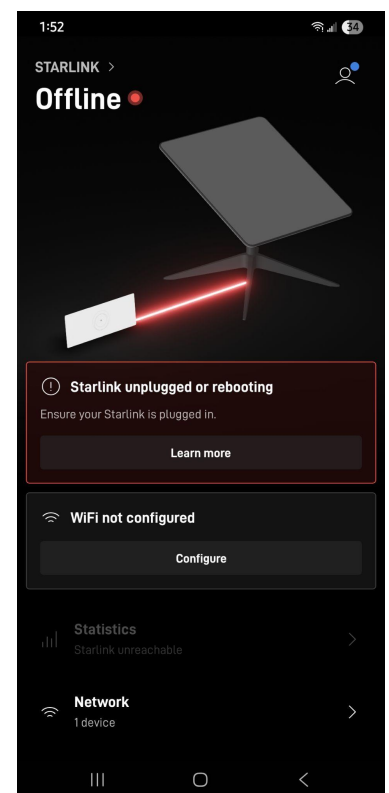
- Using the Starlink App, observe the status displayed. If everything is connected properly the graphic of the Starlink antenna and power supply will show a white connection and cycle through statuses and loading notifications.

The app will display “Searching for Satellites”, “Entering Starlink Network”, “Optimizing Connection”, “Calculating Orientation”, and finally “Starlink Connected.” This will include a message stating “No Active Subscription”, and the status will change to “Restricted”. These are not failure messages and will resolve once the customer activates their subscription services.





4. If the App does not show the above sequence in Step 3, but displays a red connection between the devices in the graphic with an “Offline” status that is sustained for a few minutes, then this indicates a hardware issue and troubleshooting steps should be taken. If the device is simply rebooting then this message will resolve itself.



III. Troubleshooting

1. The app may indicate the following:

Offline: This indicates that the Starlink antenna is not connected properly, or that the device is rebooting. If the device is rebooting, this message will resolve itself after a few minutes. Otherwise, the cable connection at the antenna, and from the antenna to the power supply needs to be checked to confirm that it is connected properly and has not been pulled loose or disconnected entirely.

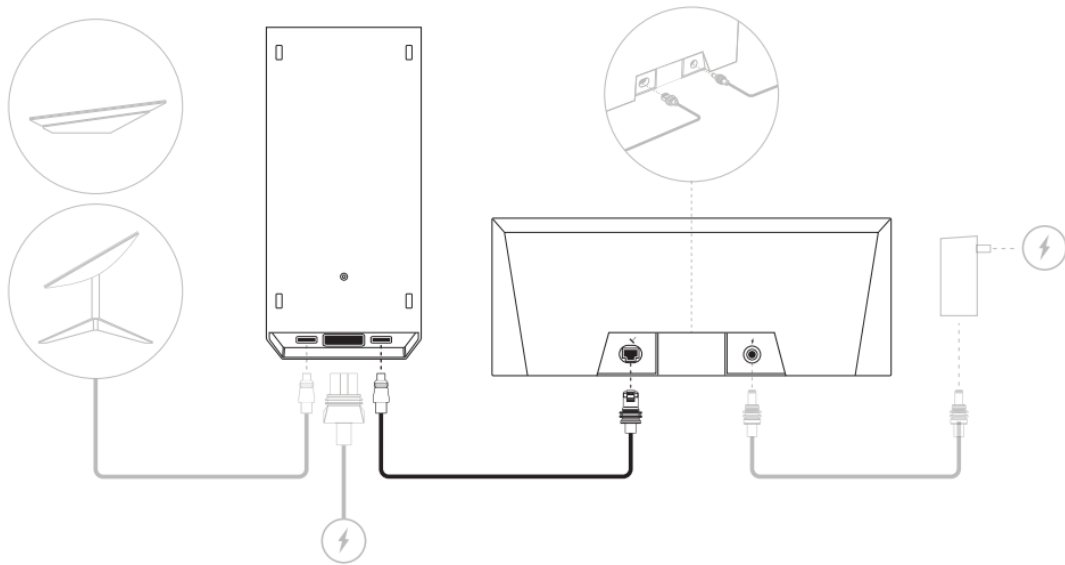
Disconnected: This means you are not connected to the Starlink Router.

- Check if the LED light is illuminated, indicating power to the router. If not on, ensure all cables are tightly connected and try another power source.
- Reset the router to factory settings and try to connect to the Starlink Network

2. Check the WiFi router light for the following indications:

- Flashing White Light: Trying to connect. If the router cannot get a connection to the internet in 20 minutes, the light will turn red.
- Solid White Light: Connected to the internet. Will turn off after 1 hour.
- No Light: No power to the router.
- Red Light: Not connected to the internet. The router is in bypass mode. Will turn off after 1 hour. Factory reset required to exit bypass mode.
- Violet Light: Factory reset required to exit bypass mode.

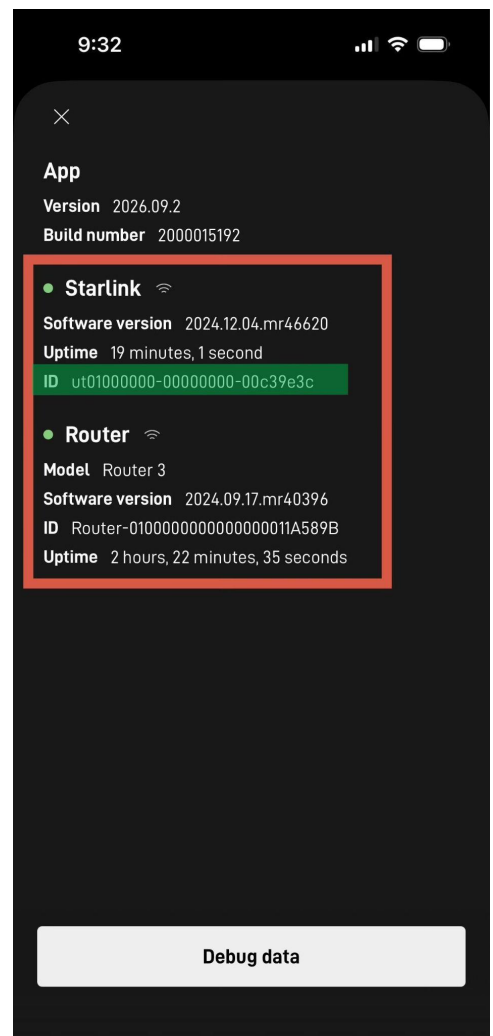
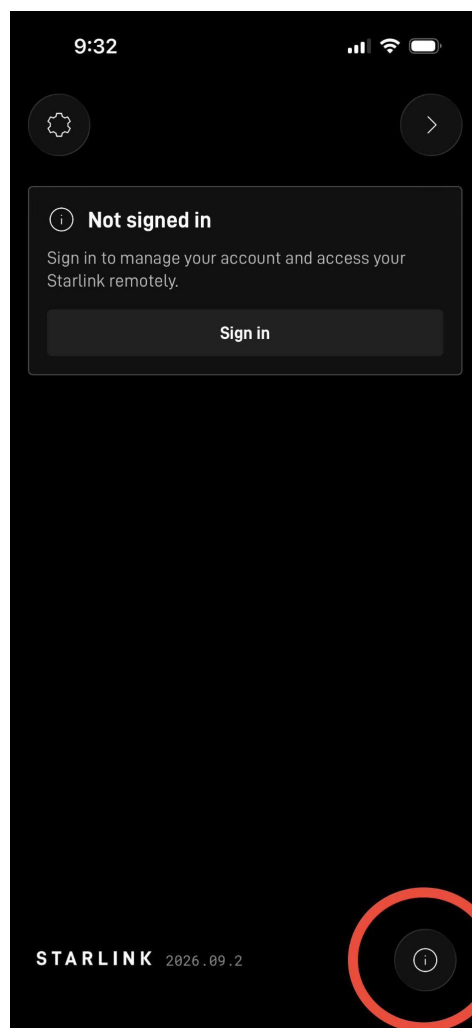
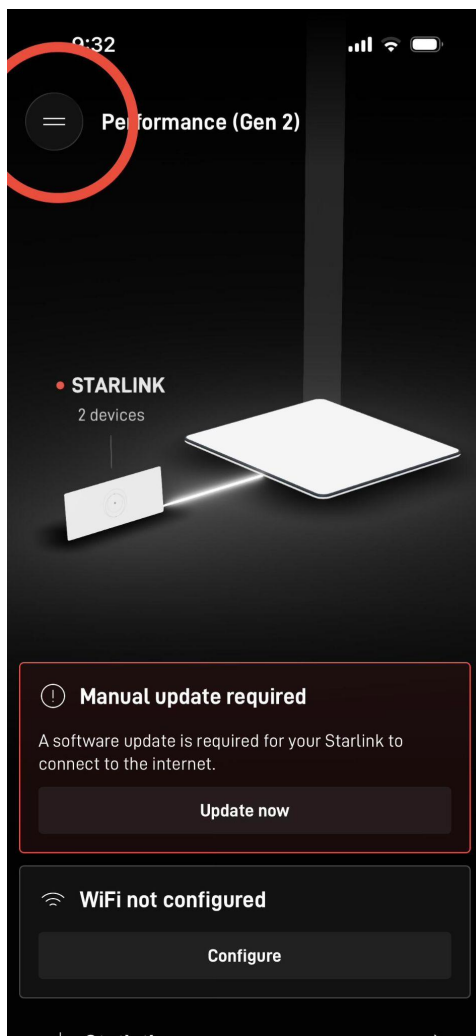
3. Ensure that all hardware and cables are securely plugged in without any damage. The wiring should be as shown below. The cables must be seated correctly and avoid pinching or pushing when the power supply and router are clipped into their respective brackets.



4. Power cycle the router by unplugging it from power and then plugging it back in.
5. Factory reset the router by pushing the reset button with a paper clip.

IV. Obtaining the ID/Serial

1. Tap the icon inside the red circle (image) in the **top left corner** of the screen.
2. Tap the information icon inside the red circle (image) in the **bottom right corner** of the screen.
3. The ID/serial # is highlighted in green. This is what the customer uses to activate the KVH service.



REV	REV DATE	DESCRIPTION OF CHANGE	EDITED BY	APPROVED BY
3	05/21/2026	Added how to change the Wi-Fi network name and how to obtain the serial #.	Chris Nápoles	Sean Reilly & Dion Colbourne