

PRODUKTSUPPORT

CSL Satellite

Uppdaterad den 5 november 2025



We provide resilient, encrypted Critical Connectivity by utilising a low Earth orbit (LEO) Satellite constellation and delivering enterprise-grade broadband where mobile and fixed options are unavailable or unreliable.

Encryption – Delivers military-grade end-to-end encryption to safeguard your data.

Low-Cost Remote Coverage – Provides low-cost, always-on connectivity in locations where mobile and fixed options are costly, unreliable, or unavailable

Low Earth Orbit – Low Earth orbit (LEO) satellites provide low latency and high throughput compared to other technologies.

Prioritised Service – Get the critical bandwidth you need when it matters most. CSL prioritises your data over standard connections.

Fast Deployment – Lightweight, plug-and-play terminals get you online quickly and easily. No complex installations or long wait times.

Senaste informationen

<https://www.csl-group.com/se/stod/satellite/>

Quick Guide

Step 1. Download the App

Download and install the Starlink app on your phone. The Starlink app is available on both Android and iOS devices. The app is a critical part of the initial setup. You'll also use the app to configure various settings and troubleshoot any issues after you get your Starlink up and running. Search for Starlink in your app store.

Android App:

<https://play.google.com/store/apps/details?id=com.starlink.mobile>

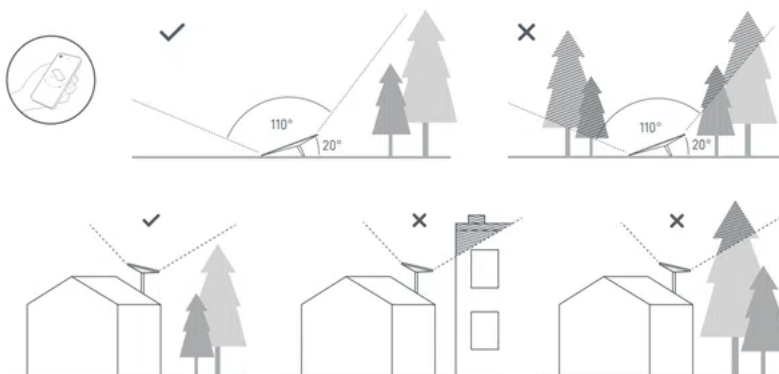
iPhone (iOS) App

<https://apps.apple.com/us/app/starlink/id1537177988>

Step 2. Site Suitability

For the satellite terminal to operate it will require power and an unobstructed view of the sky. Your Starlink needs a clear view of the sky so it can stay connected with satellites as they move overhead. Objects that obstruct the connection between your Starlink and the satellite, such as a tree branch, pole, or roof, can cause service interruptions.

If you cannot find a clear field of view from the ground level, consider installing it in an elevated location, like a roof, pole, or wall. Additional mounts and accessories are available for purchase via CSL.



Step 3. Installation

Ready to connect

Standard data users: ensure you are at the registered address. The terminal will only work when located at its registered address.

Global Mobility data users: Activate your terminal anywhere. Subject to Starlinks coverage availability.

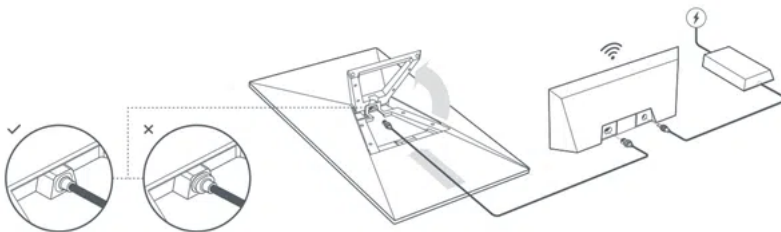
Call us at +44 (0) 1895 474 474 (opt 7) to let us know your installation is about to begin.

Request for your account to be activated, this activates your airtime, usually within 15 minutes (but can take up to an hour).

You will need to quote the KIT or A number of your terminal; this is found on a sticker on the back of your Starlink dish.

Cabling

1. Lift the kickstand and plug one end of the provided cables into your Starlink with the cable locking feature facing up.
2. Ensure the plug is fully inserted so the plug face is flush with the surface.
3. Route the other end of the Starlink cable to your Router and plug it into port number 1 indicated with the antenna symbol on the back of the router.
4. Plug the Gen 3 Router into a power outlet using the power cable and power supply.

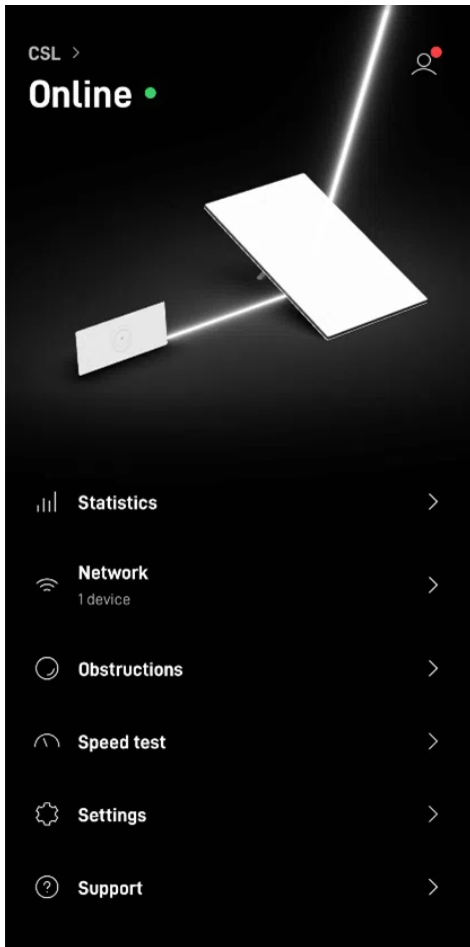


Step 4. Connect, Align, and Manage

1. Open the Wi-Fi settings on your phone. You should see a new wireless network called STARLINK, STINKY, or DISHY. Connect to it to proceed.
2. Open the Starlink app. The app will prompt you to set up the Wi-Fi by adding an SSID and password of your choice. Keep a record of this as this password is not stored by CSL.

3. Once you have set up an SSID and password. You just need to connect to the network you just set up and add the password. You are now connected.
4. Once connected, an alert on the App will show if you need to rotate Starlink to be properly aligned. Click the alert to use the alignment tool.
5. If prompted by the app, ensure any updates are applied.

Note: there is some functionality in the app that requires the user to be logged in to an account. This account is managed by CSL on your behalf so please contact us if you need any of this functionality activated.



Step 5. Troubleshooting

Unable to connect:

1. Ensure there is a clear line of sight to the sky with no obstructions.
2. Open the Starlink App to check for any alerts, outages, or obstructions. Follow the prompts in the app to resolve these.

3. Check the Wi-Fi router light.

Router Light Table	
Flashing White	Trying to connect. The light will turn solid white when setup is complete and the router is connected to the internet, or solid red if the router cannot get a connection to the internet in 20 minutes.
Solid White	Connected to internet. Will turn off after 1 hour
No Light	No power to router. With good connection, the light will turn off after 1 hour.
Red Light	Not connected to the internet.
Violet Light	Router is in bypass mode. Will turn off after 1 hour. Factory reset required to exit bypass mode.

4. Make sure everything is securely plugged in and there is no damage to hardware or cables.
5. Power cycle Starlink by unplugging from the power and then plugging back in.
6. Factory reset the router by pushing the reset button between the two ethernet ports.
7. Confirm you are at the correct service address listed on your account if using fixed airtime.
8. If none of these works, contact CSL Customer Support.

Step 6. Wi-Fi Bypass (Optional)

If you require the Wi-Fi router to be hidden and unsearchable you have two options.

1. Hidden network – the Wi-Fi will still work for connected devices but will not be visible/searchable.
2. Wi-Fi Bypass – The Wi-Fi router is completely bypassed and only Ethernet connections will be enabled.

Simply give us a call at +44 (0) 1895 474 474 opt 7, and let us know which of the above you would like applied.

Note. The hidden network option is reversible by simply calling into or helpdesk. The Wi-Fi bypass option will require a reset of the unit to reverse but this does involve reconfiguring the SSID and password for the router.

Technical Specifications

Standard (V4) Terminal

For Static use-cases

Antenna	Electronic Phased Array
Field of View	110°
Orientation	Software Assisted Manual Orienting
Dish Weight	2.9 kg (6.4 lb) 3.2 kg (7 lb) with Kickstand 3.8 kg (8.3 lb) with Kickstand & 15 m Cable
Environmental Rating	IP67
Operating Temperature	-30°C to 50°C
Wind Speed	Operational: 50 mph+
Power Consumption	Average: 75-100 W
LAN	RJ45

Wifi provided by Starlink router included with purchase of the V4 Terminal.

Wifi is optional and can be bypassed.

Wi-Fi	802.11 a/b/g/n/ac/ax
Generation	Wi-Fi 6
Radio	Tri Band 4 x 4 MU-MIMO
Operating Temperature	-30°C to 50°C
Weight	0.57 kg (1.25 lbs)
Security	WPA2

Environmental Rating	IP56 (Indoor use)
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Flat High-performance (FHP) Terminal

For mobile use cases

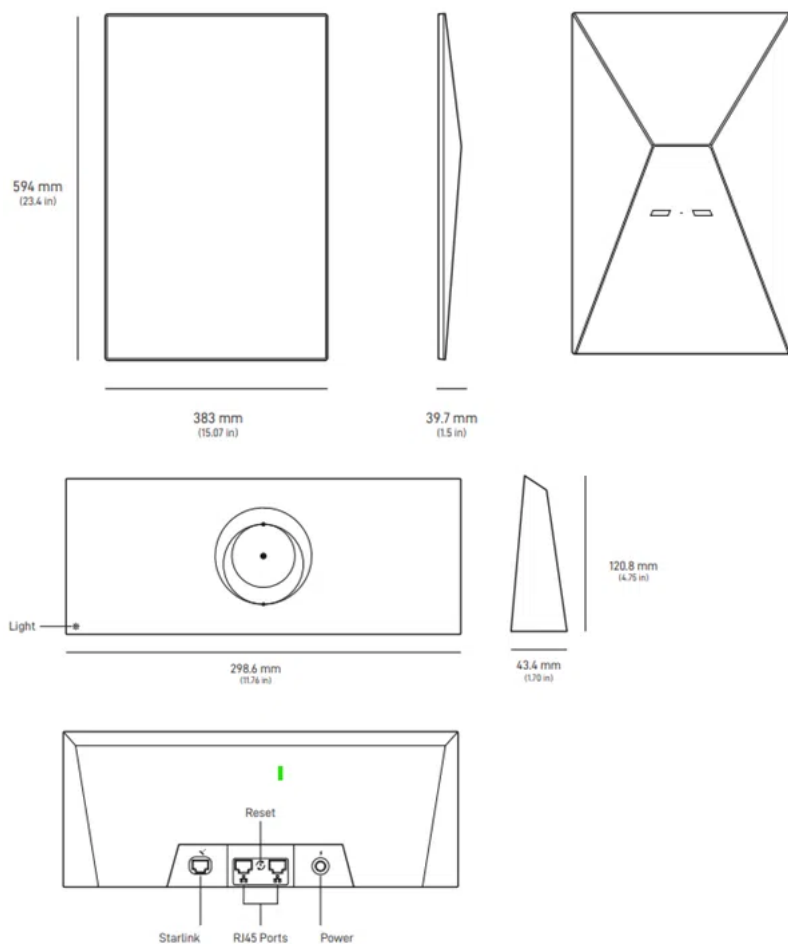
Antenna	Electronic Phased Array
Field of View	140°
Orientation	Fixed
Dish Weight	5.9 kg / 13 lbs without Cable 8.1 kg / 17.9 lbs with 25 m / 82 ft Cable
Environmental Rating	IP56
Operating Temperature	-30°C to 50°C
Wind Speed	Survivable: 174 mph+
Power Consumption	Average: 110-150 W
LAN	RJ45

Wifi router is a paid extra and not included as standard with the FHP terminal.

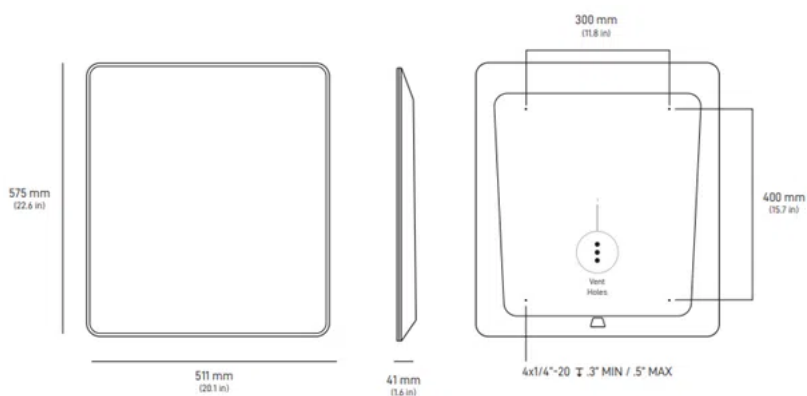
Wi-Fi	802.11ac Dual Band
Generation	Wi-Fi 5
Radio	Dual Band -3 x 3 MIMO
Operating Temperature	-30°C to 50°C
Weight	1kg
Security	WPA2
Environmental Rating	IP54

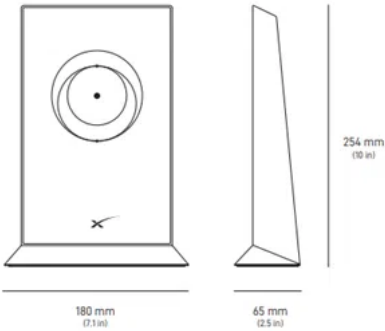
Dimensions

Standard Terminal



High Performance Terminal





FAQs

Jag har kopplat in allt som det står i snabbguiden men det verkar inte fungera, vad har jag missat?

För att få din CSL Satellite-tjänst online måste du ringa CSL-supportteamet för att aktivera ditt Airtime-paket.

Vänligen ring +44 (0) 1985 474 474 opt 7, med ditt KIT-nummer till hands. KIT-numret ska finnas på klistermärket på baksidan av terminalen.

Var ska jag installera min CSL-parabolantenn för bästa signalstyrka?

Skålen kräver fri sikt mot himlen för att upprätthålla en stark anslutning. Undvik att placera den nära träd, byggnader, stolpar eller andra strukturer som kan blockera eller reflektera signalen.

Att installera parabolen på ett tak, en stolpe eller en förhöjd plattform förbättrar signalmottagningen genom att minska marknära hinder. Du kan köpa ytterligare fästen och tillbehör genom att.

Hur döljer jag min CSL Satellite-anslutning?

Se vår snabbguide om hur du säkerställer att din Wi-Fi-router kommer att vara dold och osökbar

Du måste kontakta vårt supportteam på +44 (0) 1985 474 474 opt 7 för att slutföra denna åtgärd. Det är också möjligt att vända på det dolda nätverksalternativet genom att kontakta supportteamet.

Kan jag pausa eller avbryta min sändningstid?

Vänligen kontakta vårt supportteam på +44 (0) 1985 474 474 opt 7 om du vill avbryta eller pausa din sändningstid. Du behöver ditt KIT-nummer till hands.

Min CSL Satellite-anslutning avbryts hela tiden – vad ska jag göra?

Säkerställ en stabil strömförsörjning; använd ett överspänningsskydd om möjligt.

Kontrollera alla Ethernet- och strömanslutningar för säker passform.

Omvärdera installationsplatsen och flytta föremål som blockerar skålens sikt, eller montera fatet i en mer optimal position med fri sikt mot himlen.

Kontrollera Starlink-appen för varningar, avbrott eller hinder.

Om anslutningsproblemen fortsätter, kontakta vårt supportteam på +44 (0) 1985 474 474 opt 7.

Vad betyder en fast blå LED?

Koppla inte bort eller starta om systemet. Vänta tills uppdateringen är klar (detta kan ta upp till 15 minuter).

Om lysdioden förblir blå under en längre tid, starta om routern och modemmet.
