
PRODUCT SUPPORT

CSL Satellite

Updated October 30, 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.

Latest information

<https://www.csl-group.com/support/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>

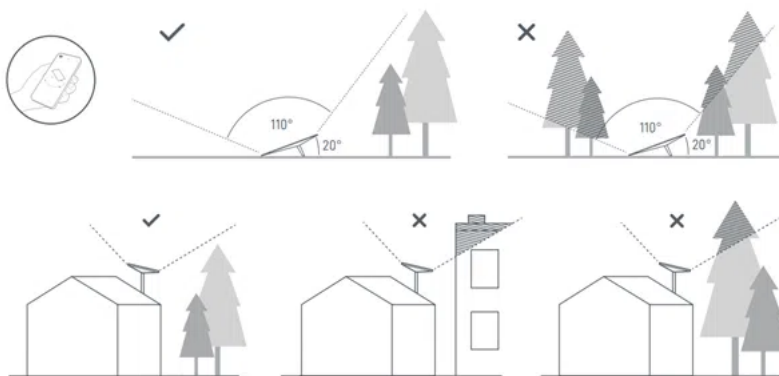
iPhone (iOS) App

<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.

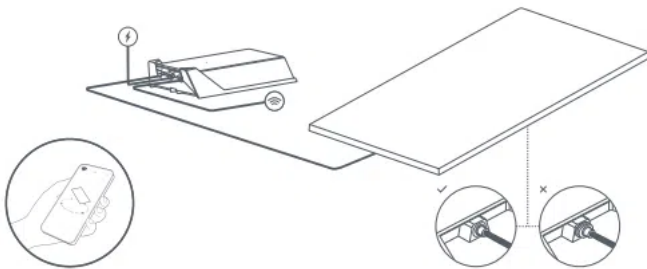
If you cannot find a clear field of view from the ground level, consider installing it in an elevated location, like a roof, pole, or wall. Additional mounts and accessories are available for purchase via CSL.



Step 3. Cabling

Enterprise Cabling:

1. Follow the cable routing instructions for your chosen Starlink mount and plug one end of the Enterprise Cable into your Starlink.
2. Ensure the plug is fully inserted such that the plug face is flush with the surface.
3. To remove the cable, pull firmly outward as there is no release tab.
4. Plug the other end of the Enterprise Cable to your Power Supply.
5. Connect the Ethernet Cable to the power supply and the other end to a router.

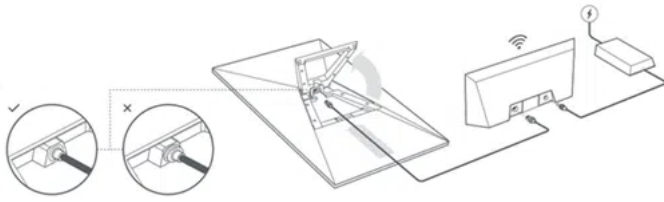


- Configuration may be required for the Starlink app to work with some 3rd party routers. You may be required to create a static route in your router configuration settings. Please refer to your router's documentation for instructions on setting a static route.
 - Network destination: 192.168.100.0
 - Subnet Mask: 255.255.255.0
 - Gateway: 192.168.100.1
 - Interface: WAN
 - Note: These options may differ depending on your specific hardware and network configuration.

Standard V4 Cabling:

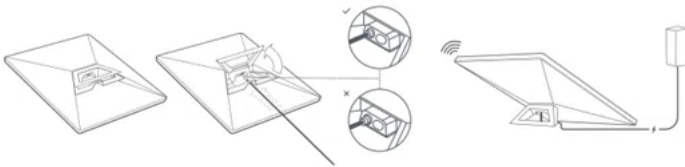
1. Lift the kickstand and plug one end of the provided cables into your Starlink with the cable locking feature facing up.
2. Ensure the plug is fully inserted so the plug face is flush with the surface.
3. Route the other end of the Starlink cable to your Router and plug it into port number 1 indicated 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.



Mini Cabling:

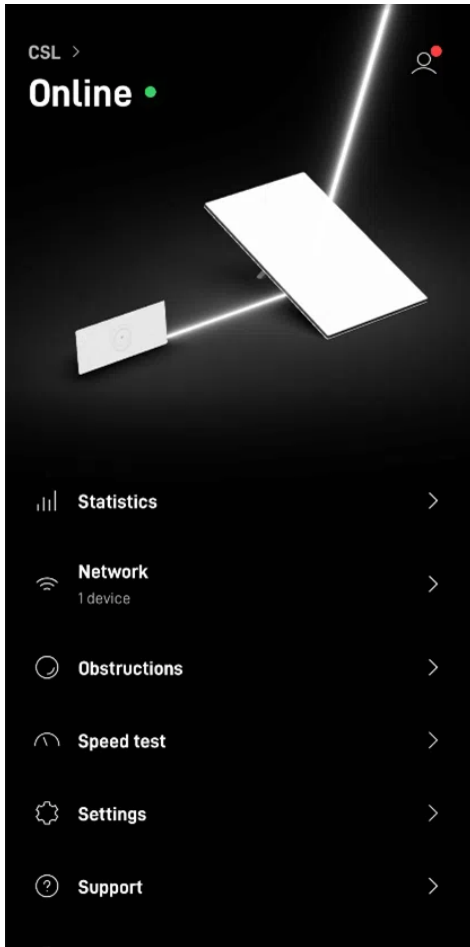
1. Lift the kickstand and plug one end of the provided cable into your Starlink. Ensure the plug is fully inserted such that the plug faces flush with the surface.
2. Route the other end of the power cable to your power supply and plug it into a power outlet.



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. If you have purchased the Standard (V4) with a Gen 3 Starlink Router, check the Wi-Fi router light.

Router Light Table (Standard (V4) with a Gen 3 Starlink Router)	
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.

If you have purchased the Mini, check the status light on the back of your Starlink.

Slow Blinking	Powered on
No Light	No Power to Starlink
Fast Blinking	LED will blink quickly for 3 seconds while holding down the reset button, the LED will turn off as your Starlink reboots. Only press this to default the router.

6. Factory reset the terminal or Starlink router by pushing the reset button. Where there is no reset button, this will require power cycling the terminal 6 times (please allow for 2 second intervals).
7. If you are experiencing further issues, 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.

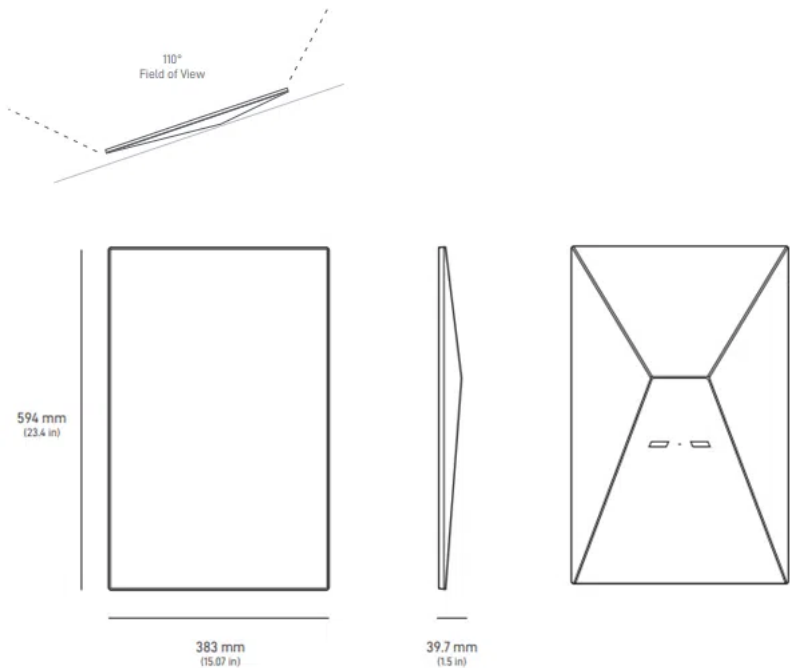
Simply give us a call at +44 (0) 1895 474 474 opt 7, and let us know which of the above you would like applied.

Note. The hidden network option is reversible by simply calling into our 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.

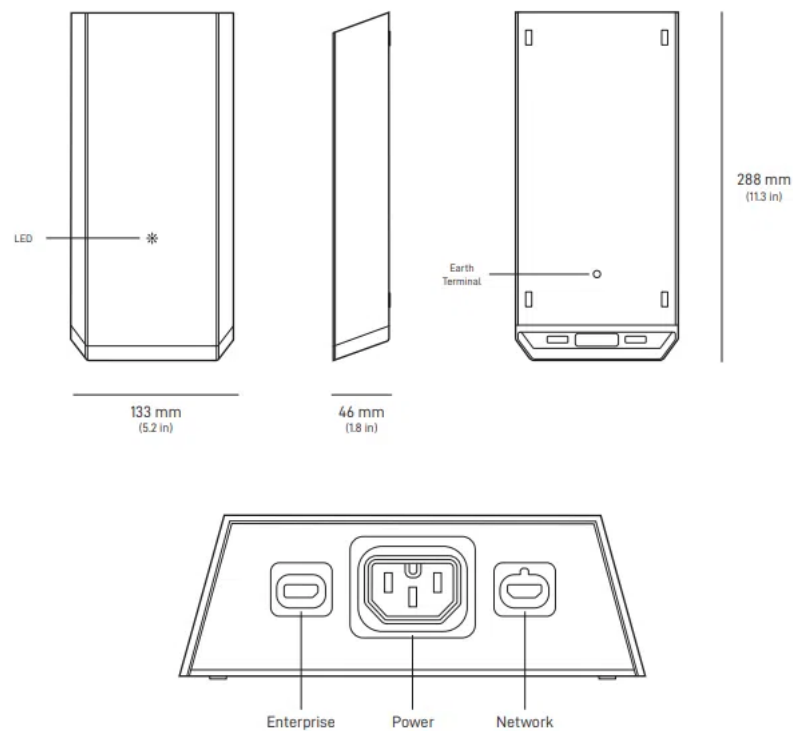
Technical Specifications

Enterprise

Antenna	Electronic Phased Array
Field of View	110°
Orientation	Software-Assisted Manual Orienting
Environmental Rating	IP67 Type 4
Operating Temperature	-30°C to 50°C (-22°F to 122°F)
Wind Speed	Operational: 96 kph+ (60 mph+)
Snow Melt Capability	Up to 40 mm / hour (1.5 in / hour)
Power Consumption	Average: 75 – 100 W

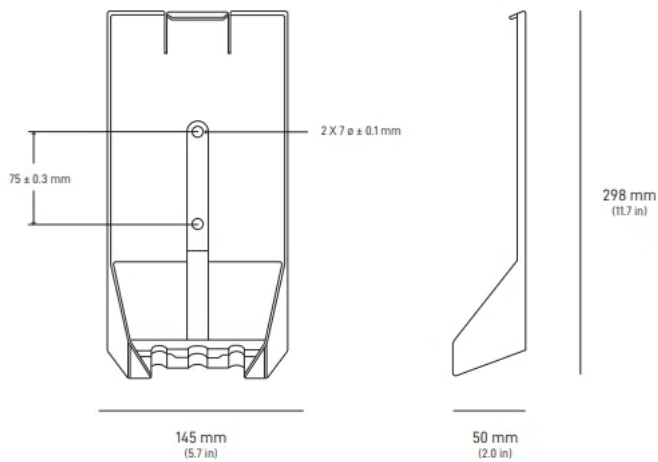


Power Supply

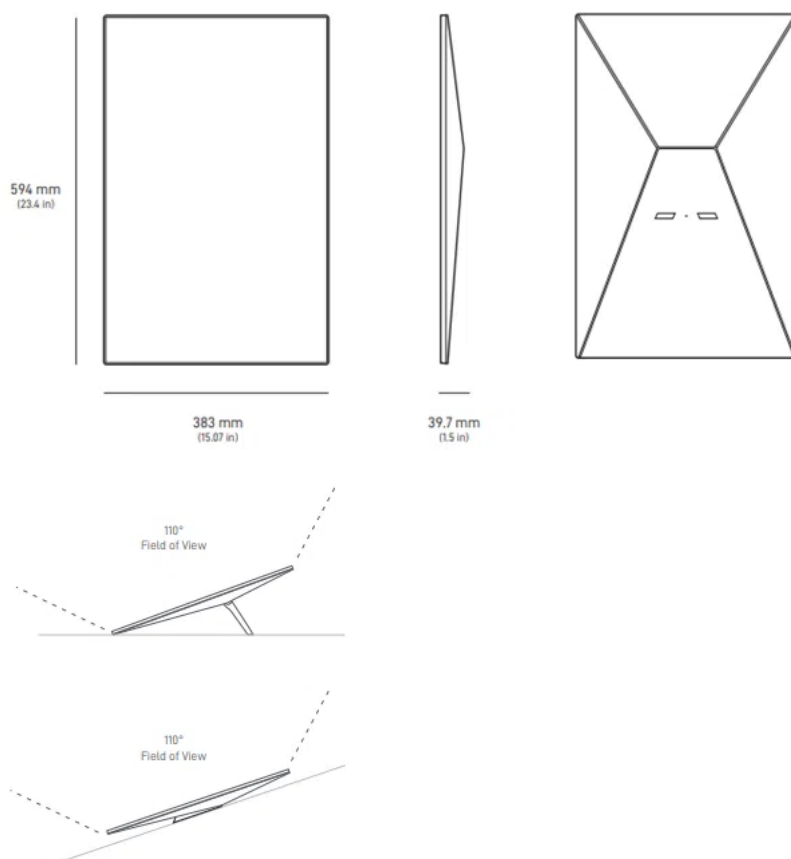


Environmental Rating	IP66
Operating Temperature	-30°C to 50°C (-22 to 122°F)
Weight	1.5kg (3lbs)
Grounding	Dedicated Earth Terminal
Power Specifications	100-240V – 6.3A 50 – 60 Hz
Mounting	Included Mount

Power Supply Mount

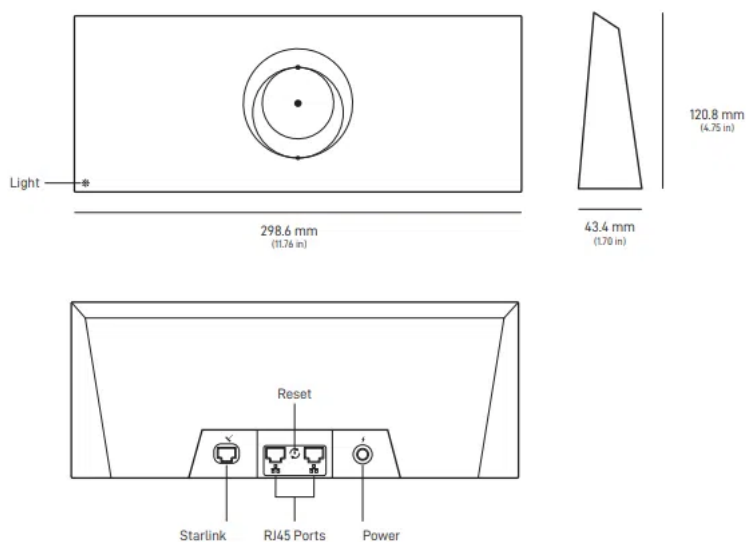


Standard (V4)



Antenna	Electronic Phased Array
Field of View	110°
Orientation	Software Assisted Manual Orienting
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 Type 4
Operating Temperature	-30°C to 50°C (-22°F to 122°F)
Wind Speed	Operational: 96 kph+ (60 mph+)
Snow Melt Capability	Up to 40 mm / hour (1.5 in / hour)
Power Consumption	Average: 75 – 100 W

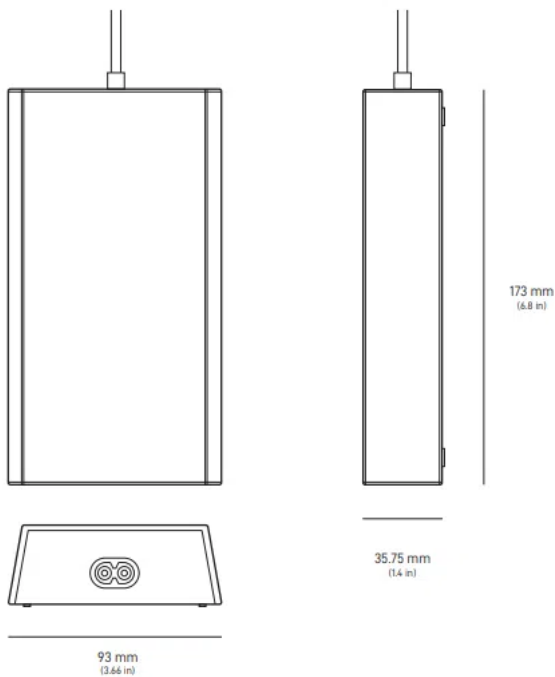
Gen 3 Router



Product Dimensions	43.4 x 298.6 x 120.4 mm (1.7 in x 11.76 in x 4.74 in)
Wi-Fi Technology	802.11 a/b/g/n/ac/ax

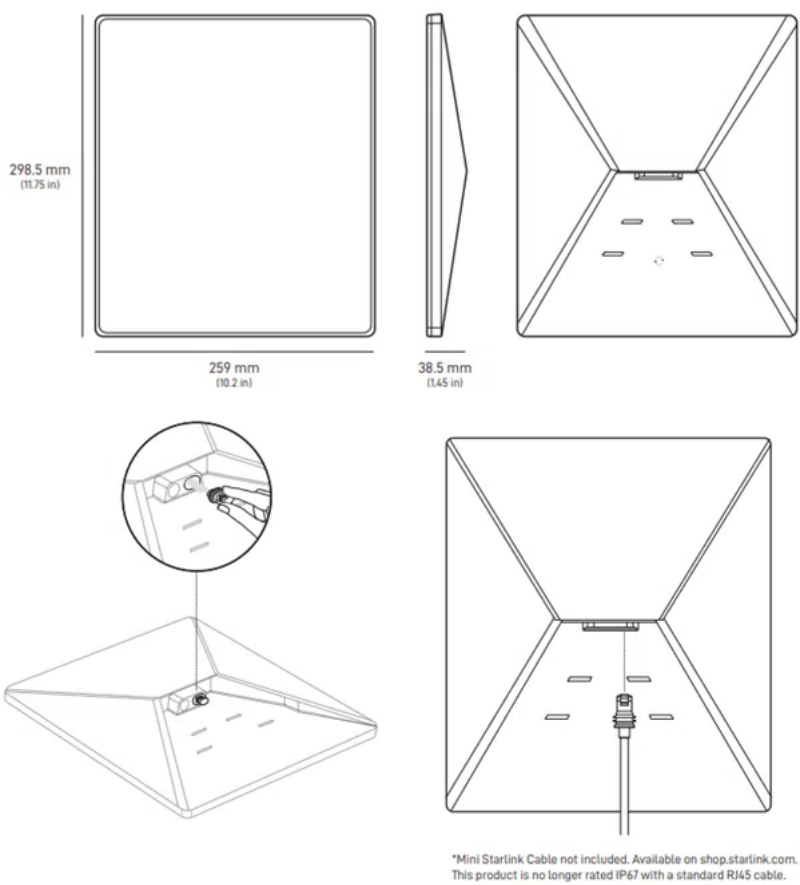
Generation	WiFi 6
Radio	Tri Band 4 x 4 MU-MIMO
Ethernet Ports	Two (2) Latching Ethernet LAN ports with removable cover
Coverage	Up to 297 m ² (3,200 ft ²)
Operating Temperature	-30°C to 50°C (-22°F to 122°F)
Weight	0.57 kg (1.25 lbs)
Security	WPA2
Environmental Rating	IP56 Rated (Water Resistant), configured for indoor use
Power Indicator	LED face plate, lower left corner of router
Mesh Compatibility	Compatible with Starlink Gen 2 and Gen 3 Mesh Nodes, up to 3 Starlink Mesh Nodes *Not compatible with 3rd party mesh systems
Devices	Connect up to 235 devices

Power Supply



Product Dimensions	173 x 93 x 35.75 mm (6.8 in x 3.66 in x 1.4 in)
Weight	0.65 kg (1.43 lbs)
Environmental Rating	IP66 Type 4
Operating Temperature	-30°C to 60°C (-22 to 140°F)
Power Specifications	100-240V ~ 2.5A 50 – 60 Hz

Mini

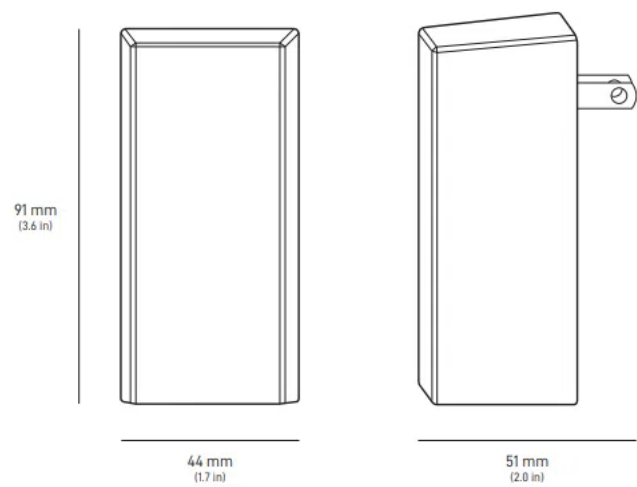


Antenna	Electronic Phased Array
Field of View	110°

Orientation	Software Assisted Manual Orienting
Weight	1.10 kg (2.43 lb)
	1.16 kg (2.56 lb) with Kickstand
	1.53 kg (3.37 lb) with Kickstand & 15 m Cable
Environmental Rating	IP67 Type 4 with DC Power Cable and Starlink Plug/Cable installed
Operating Temperature	-30°C to 50°C (-22°F to 122°F)
Wind Speed	Operational: 96 kph+ (60 mph+)
Snow Melt Capability	Up to 25mm / hour (1 in / hour)
Power Consumption	Average: 25-40W
Input Rating	12-48V 60W
USB PD Requirement	100W, 20V/5A Minimum (with Starlink USB-C to Barrel Jack Cable Accessory)

Wi-Fi Technology	802.11a/b/g/n/ac
Generation	WiFi 5
Radio	Dual Band 3 x 3 MU-MIMO
Ethernet Ports	One (1) Latching Ethernet LAN port with Starlink Plug
Coverage	Up to 112 m ² (1,200 ft ²)
Security	WPA2
Power Indicator	LED rear face plate, lower left corner
Mesh Compatibility	Compatible with all Starlink mesh systems *Not compatible with 3rd party mesh systems
Devices	Connect up to 128 devices

Power Supply



Product Dimensions	91 x 44 x 51 mm (3.6 in x 1.7 in x 2.0 in)
Weight	0.2 kg (0.44 lbs)
Environmental Rating	IP66 Type 4
Operating Temperature	-30°C to 50°C (-22 to 122°F)
Power Specifications	100-240V ~ 1.6A 50 – 60 Hz

FAQs

I've plugged everything in as it says in the Quick Guide but it doesn't seem to be working, what have I missed?

In order to get your CSL Satellite service online, you will need to call the CSL Support team to activate your Airtime bundle.

Please call +44 (0) 1985 474 444 (opt 7), with your KIT number to hand. The KIT number should be located on the sticker at the back of the Terminal.

Where should I install my CSL Satellite Dish for the best Signal Strength?

The dish requires an unobstructed view of the sky to maintain a strong connection. Avoid placing it near trees, buildings, poles, or other structures that could block or reflect the signal.

Installing the dish on a rooftop, pole, or elevated platform improves signal reception by reducing ground-level obstructions. You can purchase additional mounts and accessories by contacting your account manager.

How do I hide my CSL Satellite connection?

Please see our Quick Guide on how to ensure your Wi-Fi router will be hidden and unsearchable.

You will need to contact our Support team at +44 (0) 1985 474 444 (opt 7) to complete this action. It is also possible to reverse the hidden network option by contacting the Support Team.

Can I pause or cancel my Airtime?

Please contact our Support Team at +44 (0) 1985 474 444 (opt 7) if you wish to cancel or pause your Airtime. You will need your KIT number to hand.

My CSL Satellite connection keeps dropping-what should I do?

Ensure a stable power supply; use a surge protector if possible.

Check all Ethernet and power connections for a secure fit.

Reassess the installation location and move objects blocking the dish's view, or mount the dish in a more optimal position with a clear view of the sky.

Check the Starlink App for any alerts, outages or obstructions.

If connection issues continue, contact our Support Team at +44 (0) 1985 474 444 (opt 7).

What does a solid blue LED mean?

Do not unplug or restart the system. Wait for the update to complete (this may take up to 15 minutes).

If the LED remains blue for an extended period, restart the router and modem.
