

STARLINK

Starlink Number:

Issue timestamp:

Public IP:

Starlink Hard Down

Check the Starlink Dashboard for alerts. If hardware alerts appear, move to the "Spare Hardware Testing" box.

Check the entire length of all cables, power supply, and router for damage, bends, or wear. If hardware is damaged, move to the "Spare Hardware Testing" box.

Check the LED light on the PSU and router. If the light is off, move to the "Spare Hardware Testing" box.

Try using a different power source/outlet, then reseal cables and power cycle the dish. If this does not bring the dish back online, move to the "Spare Hardware Testing" box.

Spare Hardware Testing

If cable alerts are present in the Starlink Dashboard or cable has been damaged, try a spare cable that goes from the dish to the PSU. If this brings Starlink online, contact support to issue a replacement.

If the LED light on the PSU or router is off, try the spare part. If this brings Starlink online, contact support to issue a replacement.

If the light on the PSU is lit, utilize a laptop to connect directly to the PSU via Ethernet cable. If there is still no connection, try a spare Ethernet cable that goes from the PSU to the router. If this brings Starlink online, contact support to issue a replacement.

Network Issues

Plug the Ethernet cable directly into a laptop and leave the other end connected to the PSU. Compare values seen over a similar time frame to the metrics provided in the Starlink.com dashboard. **Provide screenshots of the tests requested below.**

1. If you are experiencing slow speeds:

- Run the speedtest using <https://speed.cloudflare.com/>
- If "Your Network" does not show SpaceX, disable VPN.

2. If you are experiencing latency issues:

- Provide a traceroute to '8.8.8.8'
- Provide a traceroute to endpoint destination

3. If you are experiencing packet loss issues:

- For Windows: ping -n 200 8.8.8.8
- For Linux/macOS: ping -c 200 8.8.8.8

4. If you are experiencing intermittency: ensure the weather is clear, there are no obstructions, and the power source is reliable.

Shipping address for replacements: