

Starlink Guide for First Responders



Special Hurricane Helene Edition Release

Emergency Publication for Hurricane Helene Response

IMPORTANT

*** Please note that Starlink products and service plans change often and the information in this guide will expire. This guide was last updated Oct 5, 2024. This guide is meant to be used as a reference and should not be relied upon for life-saving operations or major purchasing decisions. Please use common sense in your decision making and do not stake the success of your operations on the information found in this guide as it is published as a free best-effort product. Politac LLC is not affiliated with Starlink.

For the most accurate and up-to-date information contact Starlink Support at:
<https://support.starlink.com>

If you find any information in this guide that is inaccurate or if there is any information that you would like to see added to this guide please email us at heleneresponse@densystems.com.

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Guide Change Log




2024-10-05 V1.0

- First publication of guide



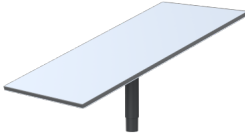
2024-10-08 V1.1

- Updated Starlink Gen 3 Standard Flat Price after Starlink price increase (end of discount) from \$299 to \$349 on 10/7/24.
- Added "How to Activate Starlink"
- Added note on speed tests in "Other Considerations" section

Starlink Models Comparison

			
	Standard Gen 2 Actuated	Standard Gen 3 Flat	Mini
Possible Uses	Deployable, Command Post, EOC, PSAP, Fixed Sites	Deployable, Command Post, EOC, PSAP, Fixed Sites	Deployable, Command Post, Vehicle Dashboard, Fits in Backpack
Advantage	Availability, Speed	Speed, Price, Size	Portability, Low Power Usage, 12V Capable
Hardware Cost	No longer sold	\$349	\$599
Package Weight	18lbs	15lbs	14.83 lbs
Kit Contents Weight	~18lbs	~12.5lbs	3.37 lb
Package Size	23.5" x 14" x 10.6"	26" x 18" x 4"	16.92" x 13.14" x 3.11"
Power Input	100-240VAC	100-240VAC	12-48VDC 60W
Avg. Power Use	50-75W	~ 2.5A 50-60 Hz	25-40W
Ethernet Ports	0 Ethernet adapter available	2	1
Motorized	Yes	No	No
Compatible Mobility Plans	Roam Unlimited	Roam Unlimited Roam 50GB	Roam Unlimited Roam 50GB

Starlink Models Comparison

			
	High Performance Actuated	High Performance Flat	Enterprise
Possible Uses	EOC, PSAP, Fixed Sites, Large Deployable	EOC, PSAP, Fixed Sites, Vehicle Mount, Large Deployable	Deployable, Command Post, EOC, PSAP, Fixed Sites
Advantage	Great signal acquisition, Speed	Great signal acquisition, Speed	
Hardware Cost	No longer sold	\$2500	\$699
Package Weight	38.5lbs	38.5lbs	25 lbs
Package Size	23.2" x 26" x 9.8"	26.7" x 24.1" x 7.5"	27" x 19" x 6"
Power Input	100-240V	100-240V	100-240V 50-60Hz
Avg. Power Use	6.3A 50-60 Hz	6.3A 50-60 Hz	75-100 W
Ethernet Ports	Plug direct to unit with provided ethernet cable (may not come with router)	Plug direct to unit with provided ethernet cable (may not come with router)	Plug direct to dish with provided ethernet cable (does not come with router)
Motorized	Yes	No	No
Compatible Mobility Plans	Legacy Only	50GB Mobile Priority 1TB Mobile Priority 5TB Mobile Priority	None (Fixed Site Only)

Starlink Mobility Plans Comparison

Please note this shows only mobility plans, not plans for fixed sites. While there are several public safety applications where fixed site use may be preferred, this guide is focused on deployable assets which are best used on mobility plans.

Standard/Personal Plans

	Roam	Boats
Features	Countrywide Coverage In-motion Use International Travel Coastal Coverage Pause Service	Unlimited Inland Data In-motion + Ocean Use Network Priority Priority Support
Best Uses	Deployable Assets	
Compatible Units	Standard Gen 2 Standard Gen 3 Flat Mini	
Price Options	50GB - \$50/month Unlimited - \$165/month ***	Mobile Priority 50GB - \$250/month Mobile Priority 1TB - \$1000/month
Priority	Optional - pay by the GB	Yes
Unlimited	Yes	Unlimited de-prioritized after plan limit

*** Excellent option for public safety and first responder smaller deployable units (Gen 3 Flat and Mini)

Business Plans

	Land Mobility
Features	Unlimited Inland Data In-motion + Ocean Use Network Priority Priority Support
Best Uses	Deployable Assets
Compatible Units	High Performance Flat
Price Options	Mobile Priority 50GB - \$250/month Mobile Priority 1TB - \$1000/month Mobile Priority 5TB - \$5000/month
Priority	Yes
Unlimited	Unlimited de-prioritized after plan limit
Notes	Additional Mobile Priority Data available by the GB

* Note: A maritime plan is available for use at sea

Starlink Router Models



Starlink Gen 2 Router



Starlink Gen 3 Router

Starlink Gen 2 Router

The Starlink Gen 2 Router is normally only seen with Starlink Gen 2 Standard Actuated. It requires a special Starlink ethernet adapter to connect external ethernet sources. It runs on AC power only.

Starlink Gen 3 Router

The Starlink Gen 3 Router is seen on many devices and can be connected to the Gen 3 Standard Flat, the High Performance Flat, and the Enterprise models. The Gen 3 Router can function as the primary Starlink router or as a mesh WiFi access point. It runs on AC power via adapter but can be easily converted to DC using a step-up adapter.

Starlink Mini

The Starlink Mini has a built-in router with WiFi and an ethernet port. It does not need to be connected to an external router.

Starlink Ethernet Connection by Model

Standard Gen 2 Actuated

Requires Starlink Ethernet Adapter if using original Gen 2 router:

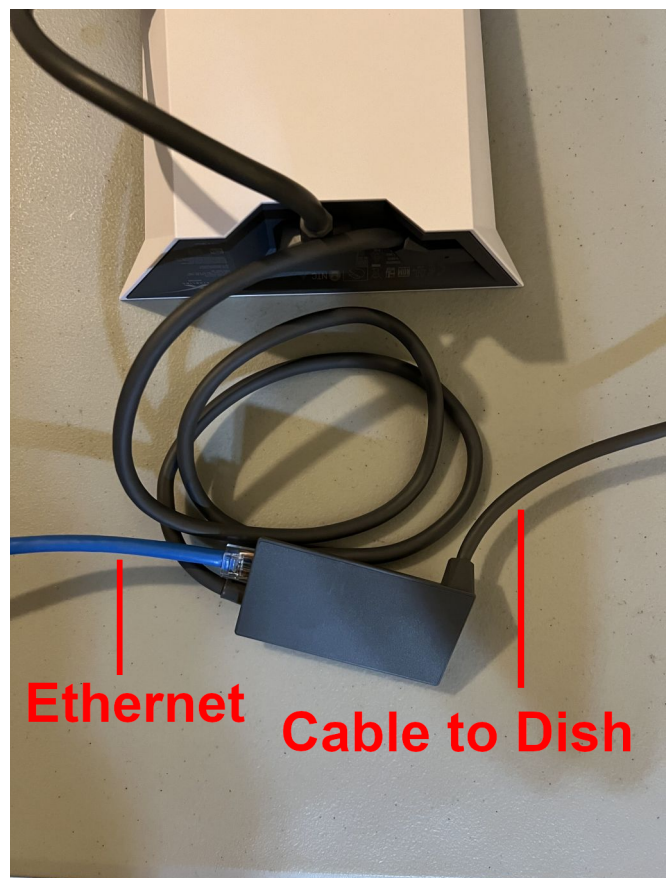
<https://shop.starlink.com/products/us-consumer-ethernet-adapter-gen2>

If using Gen 3 router follow directions for Standard Gen 3 Flat below.

For Gen 2 router, plug ethernet adapter into router and then plug Starlink cable into ethernet adapter. Ethernet cable can be plugged directly into ethernet adapter.



Starlink Gen 2 Router with Ethernet Adapter



Starlink Gen 2 Router All Connections

Standard Gen 3 Flat

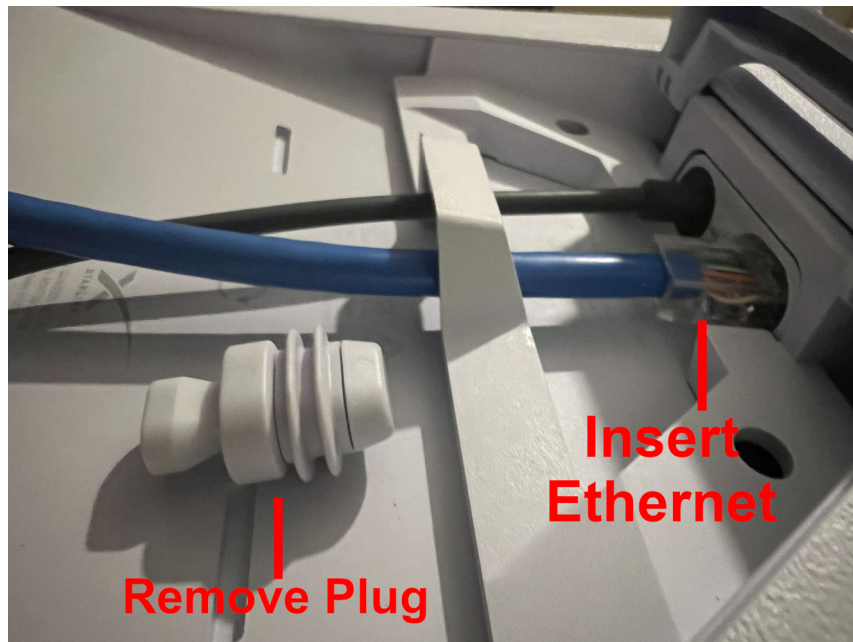
Remove rubber cover from Gen 3 router. Plug ethernet cable into one of the ethernet ports.



Rear of Gen 3 Router

Mini

Remove protective rubber plug from unit. Insert ethernet cable with tab facing up. Cable will snap in like a normal ethernet connection. Pull hard to remove. Consider cable stress relief measures to prevent accidental removal.



Bottom of Starlink Mini Dish

High Performance Actuated

High Performance Model by default does not come with a router. Plug provided ethernet cable directly into power supply. If adding a Starlink Gen 3 router, plug router into Starlink ethernet cable (other end plugged into power supply) then follow instructions for Standard Gen 3 Flat above.

High Performance Flat

High Performance Model by default does not come with a router. Plug provided ethernet cable directly into power supply. If adding a Starlink Gen 3 router, plug router into Starlink ethernet cable (other end plugged into power supply) then follow instructions for Standard Gen 3 Flat above.

Enterprise

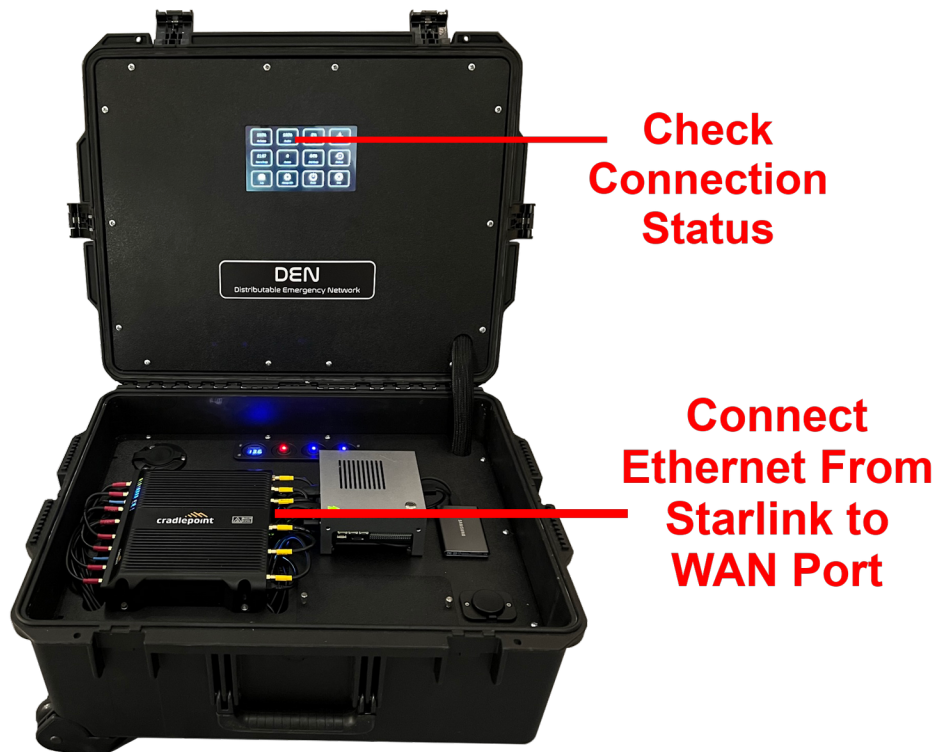
Enterprise Model by default does not come with a router. Plug provided ethernet cable directly into power supply. If adding a Starlink Gen 3 router, plug router into Starlink ethernet cable (other end plugged into power supply) then follow instructions for Standard Gen 3 Flat above.

Connecting Starlink to DEN

All DEN cases no matter what size and router type are equipped to handle a Starlink connection automatically. Simply plug ethernet cable in to the WAN port and the DEN case will recognize the Starlink connection and begin using it.

Phones

DEN cases equipped with built-in VOIP server will automatically connect through a VPN which will allow VOIP traffic to pass through the Starlink network. After connecting Starlink please make a test call (incoming and outgoing). The built-in conference line will be available as usual.



Other Considerations

WiFi Calling

Starlink supports WiFi calling. Turn on WiFi calling, connect to the Starlink (or DEN) WiFi network. Make and receive calls as normal. Remember that as a phone moves farther away from the WiFi device and WiFi signal decreases, call quality will also decrease.

VOIP Phones

VOIP is possible over some Starlink plans but connections must be set up very carefully. A more viable option is to connect to VOIP through a VPN connection. DEN cases with built-in VOIP servers do this automatically. Direct VPN options include OpenVPN, IPSec, and others.

Obstructions

Starlink devices must be set up with a clear view of the sky. Obstructions may cause a loss of signal. Set up in an open area and place router and other non-weather resistant equipment under cover. In some circumstances a Starlink device can be set up inside a tent or under a thin layer of plastic or fiberglass. This can cause an unstable connection but can be attempted if no other options exist.

Power

Starlink devices that run on AC power require a clean power source to prevent damage. Only plug Starlink devices into power sources known to have clean power. This is especially important when using generator power. Look for "inverter generators" and "pure sign wave" inverters.

Speed Tests

Sometimes Starlink blocks Internet speed tests that are not performed from the Starlink app. Do not use speed tests to verify connectivity. Instead try loading a couple websites and if that does not work, use ping, traceroute, and other network diagnostic tools to troubleshoot connectivity issues.

How to Activate Starlink

Scenario 1: Equipment purchased from starlink.com

If a Starlink unit is purchased from the Starlink website then activation is not necessary. Service should already be activated. If service is turned off or "paused" it may be necessary to log in to the account used to purchase the equipment and turn service on for the device.

Scenario 2: Equipment purchased from reseller

If equipment was purchased from a reseller (brick and mortar store, Home Depot, Cabellas, Bass Pro Shops, Walmart, etc.) the equipment will need to be activated and a plan purchased from Starlink.

- 1) Go to: <https://www.starlink.com/setup>
- 2) Click "activate online" to activate online (can also be done in Starlink app)
- 3) Choose "New Account" or "Existing Account". You can add multiple Starlink devices on a single account and this is usually easier for keeping track of assets.
- 4) Enter service address. For roam plans (which is what most first responder and public safety agencies prefer) use the billing address.

Note: If you plan on using a single location plan (not recommended for deployable kits) then make sure to enter the address where the unit will be located. Single location plans will only allow the Starlink to function if located at this address.

- 5) Choose service plan - we recommend "Roam Unlimited" plans for Standard and Mini Kits and "Mobile Priority" plans for High Performance Kit.
- 6) Click "Place Order" to activate service. The card you entered will be billed every 30 days unless service is paused.

Scenario 3: Equipment purchased from individual

When an individual sells Starlink equipment they must remove the Starlink equipment from their account and provide the device serial number to the buyer so that the device can be activated. Make sure the seller has deactivated the device then follow the steps for "Scenario 2" above. Serial numbers can be located on the Starlink dish and usually start with "KIT".

Scenario 4: Equipment purchased from corporate reseller

If equipment was purchased through a corporate reseller, the reseller may be able to activate and manage the equipment for you. Contact the reseller for more information.