

UTR-32

STARLINK Mesh Router Standard (Gen 3) with WiFi 6 (UTR-32) User Manual

Model: UTR-32

1. INTRODUCTION

The STARLINK Mesh Router Standard (Gen 3) with WiFi 6 (UTR-32) is designed to enhance and extend your Starlink internet experience. This router provides seamless wireless coverage, integrating with both Gen 3 Flat Dishes and Gen 2 Rectangular Dishes. Featuring advanced Wi-Fi 6 technology and dual-band support, it ensures fast, stable, and reliable connectivity for multiple devices across larger homes or multi-room environments. This manual will guide you through the setup, operation, and maintenance of your new mesh router.

2. WHAT'S IN THE BOX

Upon unpacking your STARLINK Mesh Router, please verify that all the following components are present:

- STARLINK Mesh Router (UTR-32)
- Power Cable
- Ethernet Cable (for Starlink dish connection)
- Quick Start Guide / Documentation



Image: Contents of the STARLINK Mesh Router package, showing the router, power cable, ethernet cable, and printed materials.

3. PRODUCT OVERVIEW AND FEATURES

The STARLINK Mesh Router (UTR-32) is engineered for high performance and ease of use. Key features include:

- **Optimized for Starlink Gen 3:** Seamlessly integrates with Starlink Gen 3 flat dishes and Gen 2 rectangular dishes, ensuring robust and reliable connectivity.
- **Advanced WiFi 6 Technology:** Experience faster speeds, increased capacity, and reduced latency, perfect for streaming, gaming, and remote work.
- **Mesh Networking Capability:** Eliminate dead zones with mesh technology that provides consistent and expansive coverage throughout your home or office.
- **Dual-Band Support:** Operates on both 2.4GHz and 5GHz bands, allowing for flexible device connections and optimal performance.
- **Sleek and Compact Design:** Modern white finish with a compact form factor that blends seamlessly into any environment.

What's improved?



Image: Overview of improved features including WiFi 6, extended coverage, additional ports, and enhanced device support.



Image: Front view of the STARLINK Mesh Router (UTR-32).

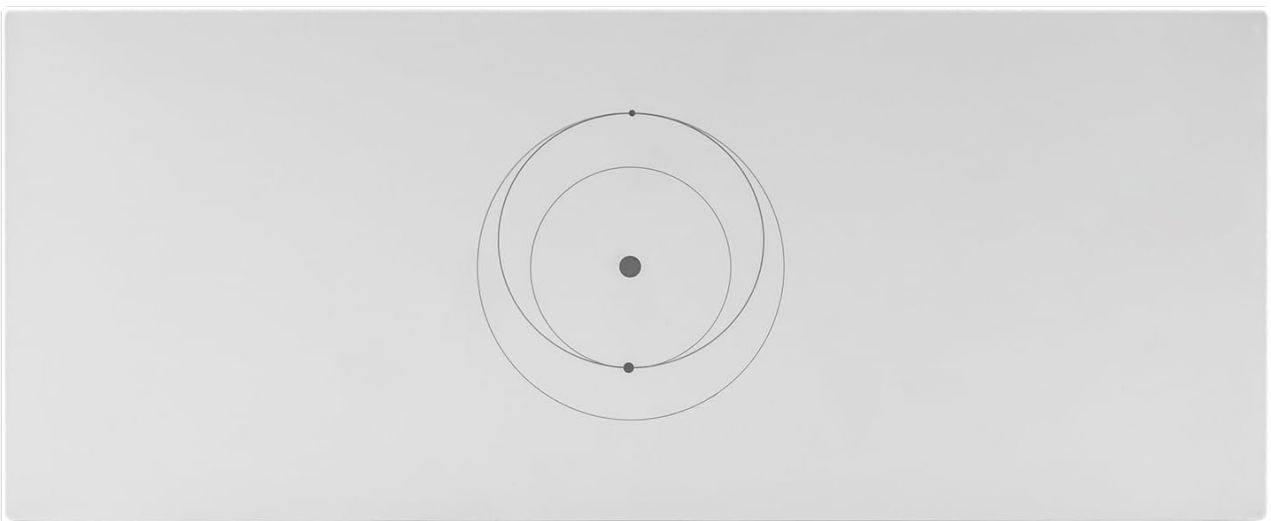


Image: Rear view of the STARLINK Mesh Router, highlighting the connectivity ports.

4. SETUP INSTRUCTIONS

Follow these steps to set up your STARLINK Mesh Router:

1. **Download the Starlink App:** Before you begin, download the official Starlink App from your device's app store. This app is essential for setup and management.
2. **Connect the Starlink Dish:** Connect the cable from your Starlink Gen 2 Rectangular Dish or Gen 3 Flat Dish to the designated Starlink port on the back of the Mesh Router. This port is typically labeled or distinct.
3. **Connect Power:** Plug the power cable into the router's power input, then connect the other end to a power outlet. The router will begin to power on.
4. **Initial Setup via App:** Open the Starlink App on your smartphone or tablet. The app will guide you through connecting to the router's temporary Wi-Fi network, naming your network, and setting a password.
5. **Mesh Network Expansion (Optional):** If you are adding this router to an existing Starlink network as a mesh node, the app will provide instructions for seamless integration to expand your Wi-Fi coverage.

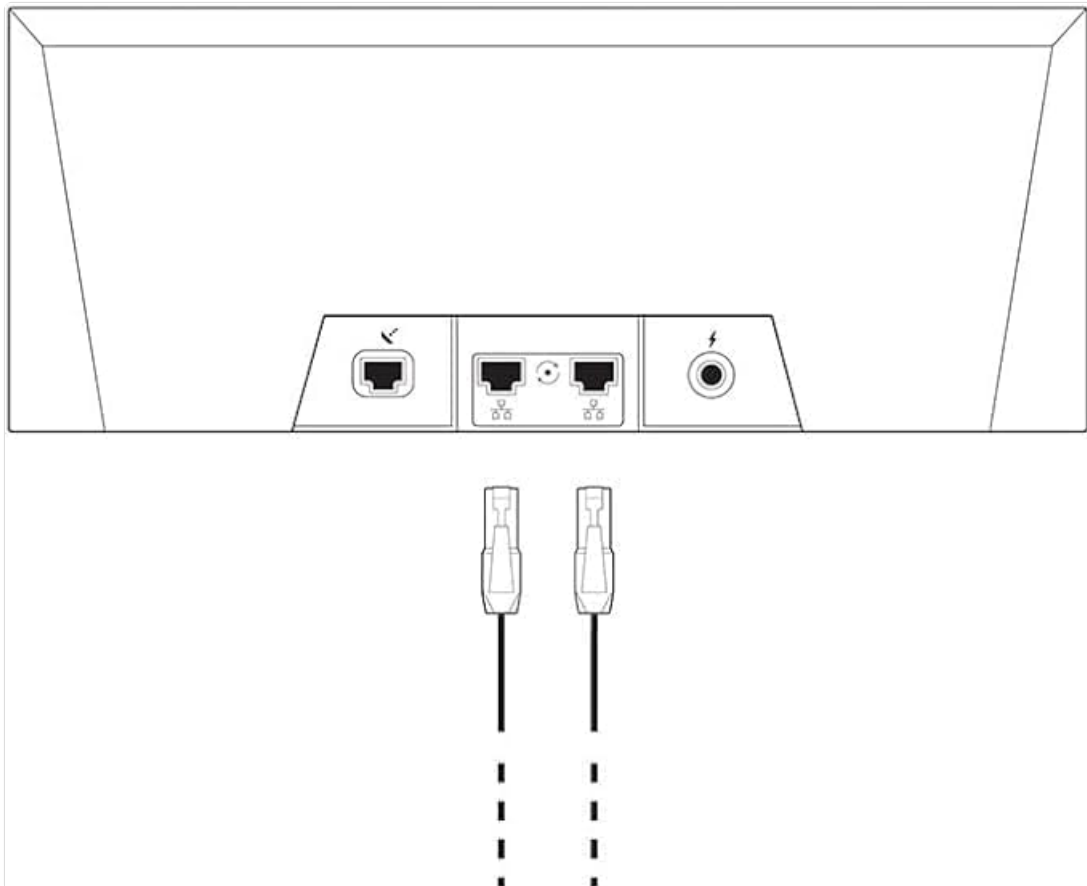
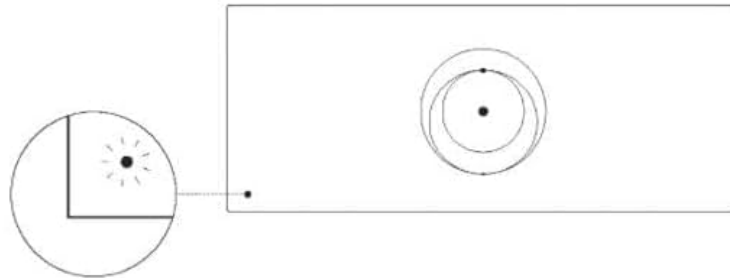


Image: Diagram illustrating the connection points on the back of the router.

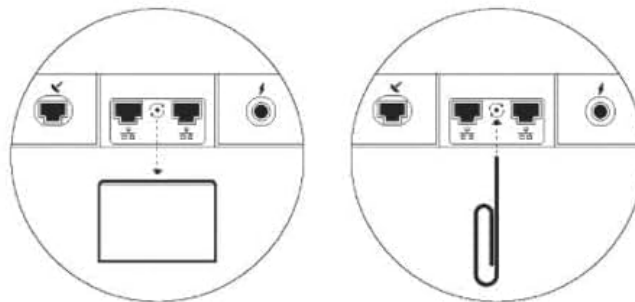
Can't Get Online?

1. Open the Starlink App to check for any alerts, outages, or obstructions.
2. Check the WiFi router light.

Flashing White Light	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 Light	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.



3. Make sure everything is securely plugged in and there is no damage to hardware or cables.
4. Power cycle the router by unplugging from power and then plugging back in.
5. Factory reset the router by pushing the reset button with a paper clip.



6. If none of these work, contact Starlink Customer Support in the app or the Support section of starlink.com

support.starlink.com

Image: The STARLINK Mesh Router in a typical home environment.

5. OPERATING INSTRUCTIONS

Once your STARLINK Mesh Router is set up, it will automatically provide Wi-Fi coverage. Here are some

operational guidelines:

- **Connecting Devices:** Connect your Wi-Fi enabled devices (smartphones, laptops, smart TVs, etc.) to the Wi-Fi network name (SSID) you configured during setup. Enter your chosen password when prompted.
- **Using Ethernet Ports:** The router includes two RJ45 Ethernet ports. You can use these to connect wired devices such as desktop computers, gaming consoles, or network-attached storage (NAS) for a stable, high-speed connection.
- **Starlink App Management:** Use the Starlink App to monitor your network status, view connected devices, adjust Wi-Fi settings, and perform firmware updates. The app provides real-time insights into your internet performance.
- **Mesh Network Performance:** If you have multiple Starlink Mesh Routers, ensure they are placed strategically to maximize coverage and minimize dead zones. The app can help you identify optimal placement.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your router:

- **Cleaning:** Gently wipe the exterior of the router with a soft, dry cloth. Avoid using liquid cleaners or abrasive materials, as these can damage the device. Ensure no dust accumulates in the ventilation openings.
- **Firmware Updates:** Keep your router's firmware updated through the Starlink App. Firmware updates often include performance improvements, security patches, and new features. The app will typically notify you when an update is available.
- **Ventilation:** Ensure the router is placed in a well-ventilated area, away from direct sunlight or heat sources, to prevent overheating. Do not cover the router.
- **Cable Management:** Ensure all cables are securely connected and not crimped or damaged.

7. TROUBLESHOOTING

If you encounter issues with your STARLINK Mesh Router, refer to the following troubleshooting steps:



Image: Troubleshooting guide for common connectivity issues and router light indicators.

Router Light Indicators:

- **Flashing White Light:** 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 Light:** Connected to internet. Will turn off after 1 hour.
- **No Light:** Router is off. 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.

General Troubleshooting Steps:

1. **Check Starlink App:** Open the Starlink App to check for any alerts, outages, or obstructions affecting your service.
2. **Verify Connections:** Ensure all cables (power, Starlink dish cable, Ethernet) are securely plugged into their respective ports on the router and the power outlet.
3. **Power Cycle the Router:** Unplug the router from the power outlet, wait for 30 seconds, then plug it back in. Allow a few minutes for it to restart and reconnect.
4. **Factory Reset:** If other steps fail, you may perform a factory reset. Locate the reset button (often a small pinhole) on the router. Use a paper clip or similar thin object to press and hold the reset button for approximately 10-15 seconds until the router's light changes or it reboots. *Note: A factory reset will erase all custom settings, and you will need to set up the router again via the Starlink App.*

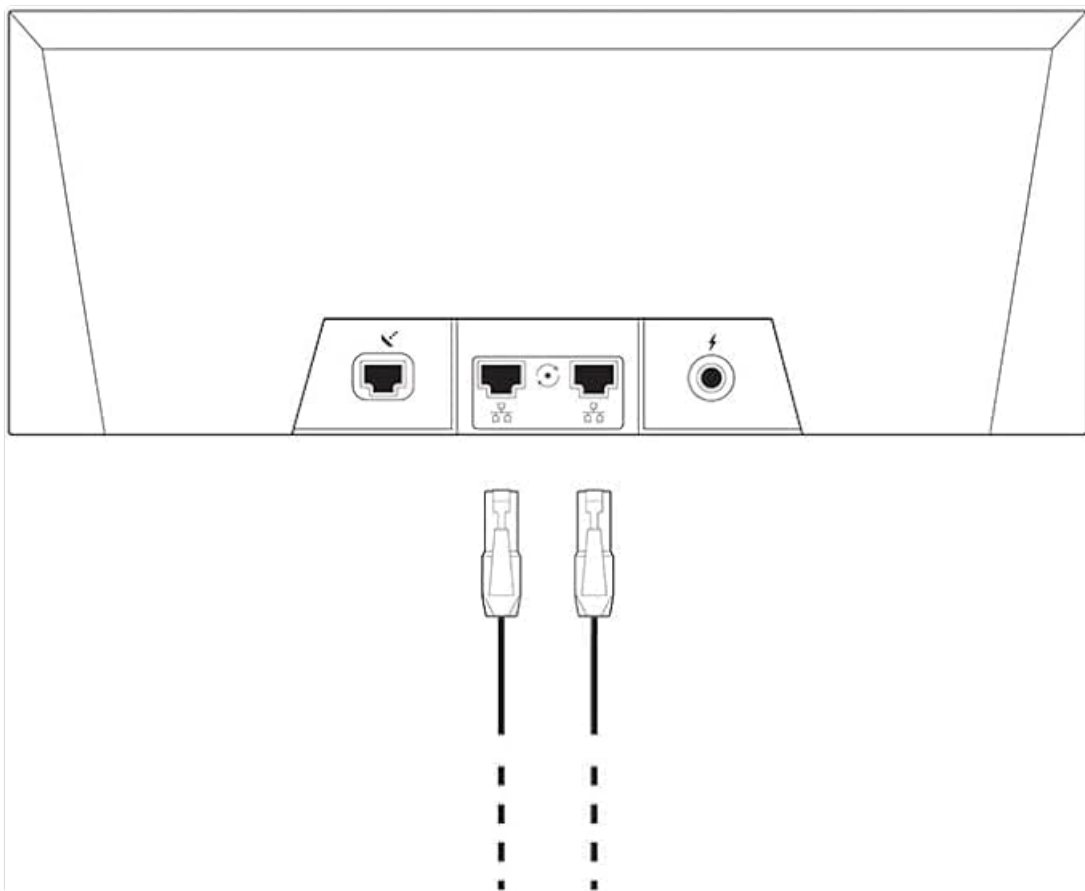


Image: Rear port diagram, indicating the location of the reset button (if applicable).

8. SPECIFICATIONS

Feature	Specification
Model Name	STARLINK GEN 3 ROUTER
Model Number	UTR-32

Wi-Fi Generation	WiFi 6
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Wireless Communication Standard	802.11a/b/g/n/ac/ax
Coverage	Up to 3200 square feet
Number of Ports	2 x RJ45 Ethernet Ports
Control Method	App (Starlink App)
Security Protocol	WPA-PSK
Voltage	110 Volts
Item Weight	5 Pounds
Item Dimensions (L x W x H)	10"L x 5"W x 10"H (approximate)



Image: Detailed dimensions and port labels of the STARLINK Mesh Router.

9. WARRANTY INFORMATION

This STARLINK Mesh Router (UTR-32) comes with a **1-year limited warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. For specific terms and conditions, please refer to the warranty documentation included with your product or contact Starlink customer support.

10. SUPPORT

For further assistance, technical support, or to report issues, please utilize the following resources:

- **Starlink App:** The Starlink App provides access to customer support, FAQs, and diagnostic tools.
- **Starlink Website:** Visit the official Starlink support website for comprehensive guides, FAQs, and contact options.

When contacting support, please have your router's model number (UTR-32) and any relevant error messages or light indicator statuses ready.

