



WINEGARD WC-1305 Flat High-Performance Starlink with Wedge Mount Instruction Manual

[Home](#) » [WINEGARD](#) » WINEGARD WC-1305 Flat High-Performance Starlink with Wedge Mount Instruction Manual 



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WINEGARD®

Flat High-Performance Starlin
with Wedge Mount



Contents

- [1 Tell me about Starlin](#)
- [2 Tell me about purchasing](#)
- [3 Tell me about service plans](#)
- [4 Tell me about activation](#)
- [5 Tell me about installation](#)
- [6 Documents / Resources](#)

Tell me about Starlin

What is the difference between Starlin and DISH Network or DIRECTV? Starlin is satellite internet. DISH and DIRECTV are satellite TV services. What is the difference between Starlin and **AT&T, Verizon or T-Mobile?** Starlin is satellite internet available anywhere you have a clear view of the sky.

AT&T, Verizon and T-Mobile provide cellular data when towers are available.

Can I watch TV with Starlin? Yes, you can use Starlin to access all types of streaming services. This includes Sling TV, DIRECTV STREAM, Netflix, YouTube TV, etc. The Starlin coverage map shows low capacity in my area, will it work? Yes, the Flat High- performance Starlin with a Mobile or Mobile Priority Plan will work in these areas.

Does the weather affect Starlin? Heavy rain and snow can affect signal quality. The Flat High-Performance has a snow melt feature that can melt snow at a rate of 3" an hour to keep snow from building up on the antenna. Other weather conditions such as extreme heat, extreme cold, wind or clouds should not have an impact on performance.

Tell me about purchasing

Where can I purchase the Flat High-performance Starlin? The Flat High-performance Starlin is available from Wingard, Starlin and authorized Wingard dealers.

Why would I purchase from Wingard? Wingard typically ships same day, vs online Starlink.com orders typically ship within 7-10 days.

Does Wingard sell the Standard Starlin RV kit? No, Wingard sells the Flat High-Performance Starlin. The Standard Starlin RV can be purchased directly from Starlin.

Can I use my standard Starlin RV as a trade-in? Unfortunately, you can't trade it in.

What accessories are available? Where can I buy them? Wingard currently stocks the Starlin ethernet adapter, 8m Starlin cable, 25m Starlin cable and the Flat High Performance pole mount. They can be purchased at winegard.com/starlink

Tell me about service plans

What service plans are available for the Flat High-Performance Starlin?

Mobile Regional \$150 – unlimited standard data on your continent, cannot be used in-motion. Mobile Priority data available for in-motion use \$2/GB.

Mobile Global \$200 – unlimited standard data on land across the world, cannot be used in-motion. Mobile Priority data available for in-motion use \$2/GB.

Mobile Priority 50GB \$250 – 50GB of priority data for use in-motion or on ocean, unlimited standard data on land after priority data is used. Additional Mobile Priority data available for \$2/GB.

Mobile Priority 1TB \$1000 – 1TB of priority data for use in-motion or on ocean, unlimited standard data on land after priority data is used. Additional Mobile Priority data available for \$2/GB.

Mobile Priority 5TB \$5000 – 1TB of priority data for use in-motion or on ocean, unlimited standard data on land after priority data is used. Additional Mobile Priority data available for \$2/GB.

I have the Mobile Regional \$150 plan and it works in-motion, will that continue? No, Starlin will start enforcing the in-motion rules in their fair use policy starting October 1, 2023.

Tell me about activation

How do I activate service on the Flat High-Performance Starlink? If you purchased from Winegard, you can activate using your KIT# at www.starlink.com/activate

How can I find my KIT number? Your KIT number will be on the label on the outside of the shipping box, on the outside of the Starlin box, on the activation instructions in the box, and on the stickers loose in the box if purchased from Wingard. If you

don't have any of the packaging, Wingard can use the S/N on the bottom of the antenna to lookup your KIT#, email your S/N to starlink@winegard.com

I'm having issues with activating my Flat High-performance Starlin, who can I contact? Call Wingard at 1-888-977-4711

How do I set up a Starlin account? If you've already activated the Starlin, there should have been a link in the confirmation email to set up a password for your account. If you don't have that email, go to starlink.com, sign-in and request a password reset. Make sure you use the same email you used to activate the account and you should receive a password setup email.

Can I add the Flat High-Performance Starlin to my residential Starlin account? Yes, the Flat High-Performance Starlin can be added to an existing Starlin account during the activation process. You will have the

option to setup a new account or add to an existing account.

Is there a data cap? All Mobile Priority plans include unlimited land based standard data. Priority data is needed for maritime and in-motion use. Priority data can be purchased at a price of \$2/GB or by 50GB, 1TB or 5TB plan options.

Tell me about installation

What are the Flat High-Performance Starlin w/mount dimensions? 22.6" x 20.1" x 5.25"

Where can I get the Flat High-Performance Starlin installed? Go to winegard.com/starling to access the dealer locator or submit a request form for a Wingard factory installation.

I'm having issues with installation, who can I contact? Call Winegard at 1-888-977-4711 and we can help find an authorized dealer.

Can I use my standard Starlin cables with the Flat High-Performance Starlin? No, the cables are different. The Flat High-Performance Starlin comes with all required cables.

Does Starlin offer a DC power option? No DC options are available. An inverter will be needed for DC operation.

What is the power draw? Typical power draw is 65-150 watts. The low end is light internet browsing, while the high end reflects using multiple video streams. When the snow melt feature is enabled, power draw will be 200+ watts.

Is my router compatible? Typically, yes. The Flat High-Performance Starlin comes with an ethernet cable that allows a direct connection to a compatible customer supplied router.

Can I use the Flat High-Performance on my boat? Yes! The Flat High-Performance Starlin can be used in maritime applications.

My Flat High-Performance Starlin was working fine, now it's not. Who can I contact? First, make sure the Starlin has power and that all cable connections are secure. Then check the Starlin app for any errors or blockage notifications. If you are still having trouble, file a support ticket on starlink.com or via the Starlin app. Go through the trouble shooting information and select the thumbs down icon at the bottom to submit a support ticket. Make sure you are logged into your Starlin account on the website or with your app.



Additional Questions?

Email starlink@winegard.com or call 1-888-977-4711

Starlin is a trademark of Space Exploration Technologies Corp.

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