

Get started

What's in the box

Questions?

We have answers

Get the Starry app

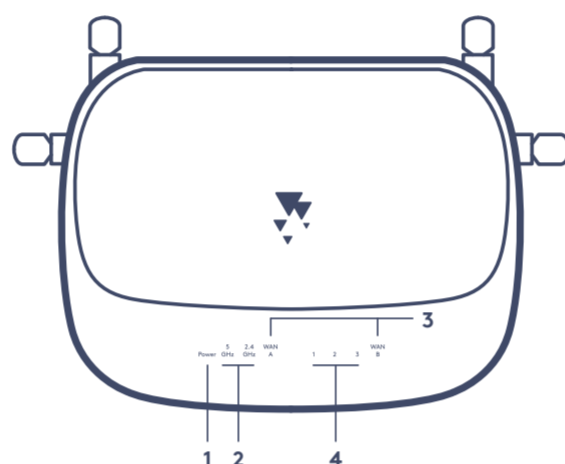
The app gives you easy access to everything you need for your Starry Internet subscription.

- Check your billing activity
- Access advanced settings
- Get support when you need it
- Access your WiFi name and password

Download the Starry app at starry.com/app

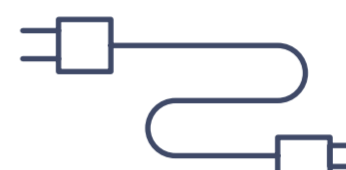


Starry Launch



- 1 Power**
Your Starry Launch is on.
- 2 5GHz/2.4GHz**
Your Starry Launch can create two different wifi networks. These lights show they're working.
- 3 WAN A / WAN B**
Depending on how your Starry Launch is connected, one of these lights will turn on to show it's connected to the internet.
- 4 1-3**
Ethernet ports are active.

Power supply



Ethernet Cable



Phone Cable

only included with model S00911



We're here to help

Starry Experts are available around the clock, so whether you're setting up a new device, you noticed buffering on a video, or you're just looking for a great brownie recipe, don't hesitate to get in touch.

Here's how to reach us

Call
888.231.9403

Email
support@starry.com

Message
in the Starry app



Starry Launch, Models S00911, S00912

Important Product Information Guide

Starry Launch

This Important Product Information Guide contains safety, handling, regulatory, and software license information, as well as the limited warranty for your Starry Launch. Keep this booklet for your future reference.

WARNING: Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to Starry Launch or other property. Read all safety information below before using Starry Launch.

Important Safety and Handling Information

Using your Starry Launch

- Use of the equipment, including related precautions, is intended to be in accordance with the manufacturer's instructions.
- Use the power cable that came with your Starry Launch. If power cable shows evidence of wear, do not use the cable and contact Starry Customer Support by email at support@starry.com or by phone at (888) 231-9403.
- Do not use Starry Launch if it is damaged as it may cause injury.
- The physiological effects of chemical substances

used in or with this equipment have not been investigated.

Placing, using, and storing your Starry Launch

- Your Starry Launch should be placed on surface that allows the pads on the bottom to grip the mounting surface. The mounting surface must be firm, such as a tabletop, countertop or shelf.
- Do not cover your Starry Launch with anything at anytime, regardless of whether it is currently operating or not operating. It must be in free space and uncovered at all times.
- Do not place your Starry Launch in direct sunlight or expose the unit to heat sources at any time.
- **WARNING:** To reduce the chance of electric shock or injury, do not use Starry Launch in or near water or wet locations. Do not expose your Starry Launch at anytime to water, moisture or dampness. Keep your Starry Launch away from drinks, bathrooms, sinks, open windows and so on.
- Your Starry Launch must be installed and operated with the minimum distance 20cm (8in) between it and your body.
- Your Starry Launch must be not co-located or operating in conjunction with any other antenna or transmitter.
- Do not expose your Starry Launch to extreme temperatures.
 - Operating Temperature: 0 to 40 degrees C (32 -104 degrees F)
 - Storage Temperature: -10 to 50 degrees C (14 -122 degrees F)
 - Relative Humidity: 20 - 80%, non-condensing

Handling your Starry Launch

- Do not lift your Starry Launch by any cables attached to it.
- Be careful not to drop your Starry Launch while transporting it.
- If your Starry Launch falls from its mounting surface or falls while you are handling it,

a person may be injured if the unit impacts part of the body. Handle very carefully.

- Do not block the air vents or insert any items into air vents at anytime.
- Do not disassemble the unit at any time. You can run the risk of electric shock and voiding any applicable warranty. Contact Starry Customer Support with any questions.

Service + Support

Maintenance and Cleaning Instructions

Periodically wipe your Starry Launch with a dry, non-abrasive cloth.

Servicing Your Starry Launch

Your Starry Launch does not have any parts that should be serviced by you, the user. In the event that you require service, please contact Starry Customer Support.

Starry Support

You can reach Starry Customer Support by email at support@starry.com, by phone at (888) 231-9403, or explore our support resources at www.starry.com/support.

Certification + Regulatory Information

FCC ID: 2AGZ3S00911

FCC Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception

is suspected.

Radio and Television Interference

This device generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Starry's instructions—it may cause interference with radio and television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether your computer system is causing interference by turning it off. If the interference stops, it was probably caused by the computer or one of the peripheral devices.

If your computer system does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the computer to one side or the other of the television or radio.
- Move the computer farther away from the television or radio.
- Plug the computer into an outlet that is on a different circuit from the television or radio. (That is, make certain the computer and the television or radio are on circuits controlled by different circuit breakers or fuses.)

If necessary, consult Starry. See the service and support information that came with your Starry product. Or consult an experienced radio/television technician for additional suggestions.

Important: Changes or modifications to this

product not authorized by Starry Inc. could void the FCC compliance and negate your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables (including Ethernet network cables) between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices.

Responsible party (contact for FCC matters only): Starry, Inc. Corporate Compliance 38 Chauncy Street, 2nd Floor Boston, MA 02111

Wireless Radio Use

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

Exposure to Radio Frequency Energy

The radiated output power of this device is below the FCC radio frequency exposure limits established for uncontrolled environments. Nevertheless, it is advised to use the device in such a manner that the potential for human contact during normal operation is avoided.

Canadian Compliance Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions: (1) this device may not cause interference; and (2) this device must accept

any interference, including interference that may cause undesired operation of the device. This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band. The radiated output power is below the Industry Canada (IC) radio frequency limits. This device must be installed and operated with a minimum distance of 20cm (8in) between it and your body.

Cet appareil contient un ou des émetteur(s)/récepteur(s) exempt(s) de licence respectant les exigences d'Innovation, Sciences et Développement économique Canada (ISDE) en matière de CNR exempts de licence. Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne doit pas causer d'interférences; et (2) cet appareil doit accepter toutes les interférences, notamment celles qui peuvent occasionner un fonctionnement indésirable du dispositif. Cet appareil est limité à une utilisation intérieure lorsqu'il est exploité dans la bande de fréquences de 5,15 à 5,25 GHz. La puissance rayonnée de sortie est inférieure aux limites de fréquence radioélectriques définies par ISDE. Cet appareil doit être installé et exploité à une distance minimale de 20 cm (8 po.) de votre corps.

Disposal and Recycling Information

This symbol indicates that your product must be disposed of properly according to local laws and regulations. When your product reaches its end of life, contact Starry or your local authorities to learn about recycling options.

Software License Agreement

Use of Starry Launch constitutes acceptance of the Starry and third-party software license terms found at: www.starry.com/legal/eula

