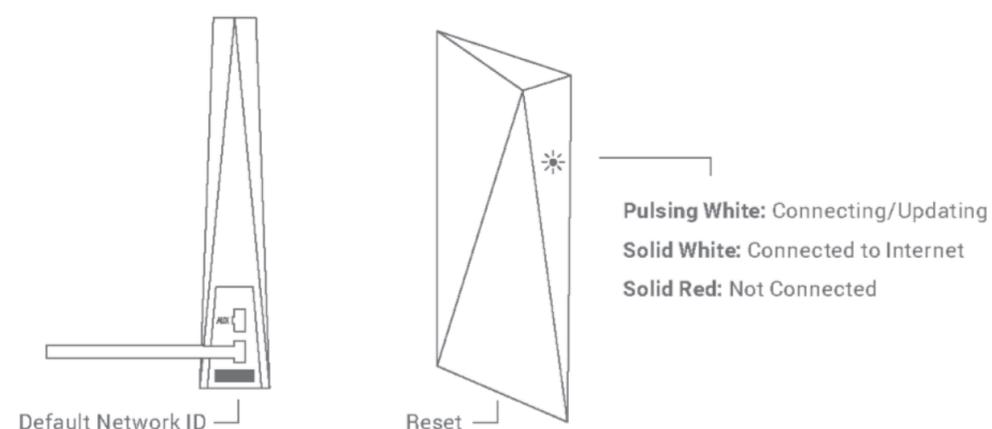# Connect to Wi-Fi

Once the LED is glowing solid white or red, use your Wi-Fi enabled device to connect using the Network ID printed on the back of the Wi-Fi router.

Pulsing White: Connecting/Updating

Solid White: Connected to Internet

Solid Red: Not Connected

Default Network ID

Reset

Can't Get Online?

1. Power cycle the Starlink/router by unplugging the power supply for 30 seconds.
2. Check that your mounting location is correct:
   - Does the Starlink have a clear view of the sky?
   - Are you installing your Starlink at the address you used when placing your order?
3. If none of these work, contact Starlink Customer Support by logging into your account on starlink.com.

Change Network ID/Password

1. If you already have a network ID/password set up, press the reset button at