



**STARRY**™ STATION

Important Product  
Information Guide

This Important Product Information Guide contains safety, handling, regulatory, and software license information, as well as the limited warranty for your Starry Station. 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 Station or other property. Read all safety information below before using Starry Station.

## Important Safety and Handling Information

### Using your Starry Station

- 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 Station. If power cable shows evidence of wear, do not use the cable and contact Starry Customer Support.
- Do not use a Starry Station if it is damaged, such as one with a cracked

screen, 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 Station

- Your Starry Station should be placed on surface that allows the pad 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 Station 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 Station in direct sunlight or expose the unit to heat sources at any time.
- Do not expose your Starry Station at anytime to water, moisture or dampness. Keep your Starry Station away from drinks, bathrooms, sinks, open windows and so on.
- Do not expose your Starry Station 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: 0 - 90%, non-condensing

### **Handling your Starry Station**

- Do not lift your Starry Station by any cables attached to it.
- While handling Starry Station, make sure to cradle Starry Station, using at least one hand under the base of the unit, preferably with your second hand holding both top sides of the unit.
- If your Starry Station falls from 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. Contact Starry Customer Support with any questions.

### **Contact Starry Customer Support for any questions as follows:**

[support@starry.com](mailto:support@starry.com)

## **Service + Support**

### **Maintenance and Cleaning Instructions**

Periodically wipe your Starry Station with a dry, non-abrasive cloth. To clean the display screen, use a dry, non-abrasive, microfiber cloth. Gently wipe the screen until any surface blemishes, dirt, or oils have been removed.

### **Servicing Your Starry Station**

Your Starry Station 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 at [support@starry.com](mailto:support@starry.com) or explore our support resources at [www.starry.com/support](http://www.starry.com/support).

## **Certification + Regulatory Information**

### **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 computer equipment 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 EMC 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  
P.O. Box 52226  
Boston, MA 02205

#### **Wireless Radio Use**

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.  
Cet appareil doit être utilisé à l'intérieur.

#### **Exposure to Radio Frequency Energy**

The radiated output power of the wireless technology is below the FCC radio frequency exposure limits. Nevertheless, it is advised to use the wireless equipment

in such a manner that the potential for human contact during normal operation is minimized.

The radiated output power is below the Industry Canada (IC) radio frequency limits.

#### **Canadian Compliance Statement**

This device complies with Industry Canada license-exempt RSS standard(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.

Cet appareil est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences et (2) cet appareil doit accepter toute interférence, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

## Software License Agreement

Use of Starry Station constitutes acceptance of the Starry and third-party software license terms found at: [www.starry.com/legal/eula](http://www.starry.com/legal/eula)

### Starry One-Year Limited Warranty Summary

Starry warrants the included hardware product and accessories against defects in materials and workmanship for one year from the date of original retail purchase. Starry does not warrant against normal wear and tear, nor damage caused by accident or abuse. To obtain service call Starry Customer Service—available service options dependent on country in which service is requested and may be restricted to original country of sale. Call charges and international shipping charges may apply depending on location. Subject to the full terms and detailed information on obtaining service available at [www.starry.com/legal/warranty](http://www.starry.com/legal/warranty) and [www.starry.com/support](http://www.starry.com/support), if you submit a valid claim under this warranty, Starry will either repair, replace, or refund your Starry Station at its own discretion. Warranty benefits are

in addition to rights provided under local consumer laws. You may be required to furnish proof of purchase details when making a claim under this warranty.

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