

Experience Exclusive Support

Stay connected and informed with your exclusive Pavlov Media Portal available 24/7.

Access it through the Elevon Community app to get real-time network updates, submit requests, or ask questions – all from the convenience of your device.

Need help?

Contact your designated account team directly at ElevonConnect@PavlovMedia.com
or call us at 972.4PAVLOV (972.472.8568)

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Elevon – A Truly Connected community

Pavlov Media proudly serves the Elevon community with cutting-edge, high-speed internet that's reliable, secure, and built for modern living

Whether you're catching up on your favorite shows, video conferencing for work, or managing your smart home devices, Pavlov Media ensures you stay connected at the speed of life. Our network is built to handle all your digital needs and our technicians are always here to ensure you get the most out of your connection.

Designed with your modern lifestyle in mind, our network delivers lightning-fast, secure, and reliable connectivity to ensure the speed and performance that keeps Elevon ahead of the curve.

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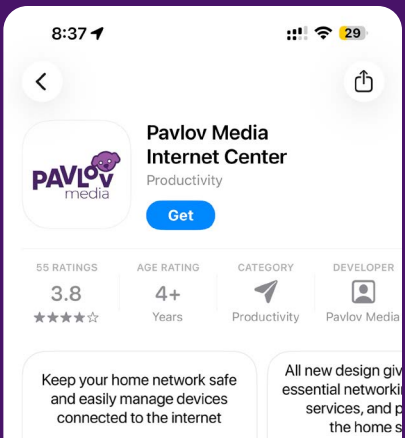
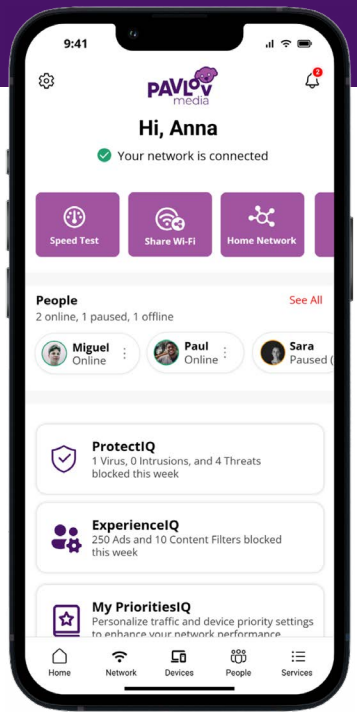
Getting Started with the Pavlov Media Internet Center App



Get the ultimate Wi-Fi experience with the Pavlov Media Mobile Center App.

The app allows you to easily manage your Wi-Fi network within minutes. You can set up a guest network, change your password, run a speed test, and set basic parental controls.





First
visit **Signup.PavlovMedia.com** to activate your services.

Then,
download the app to set up your router's Wi-Fi name and password.

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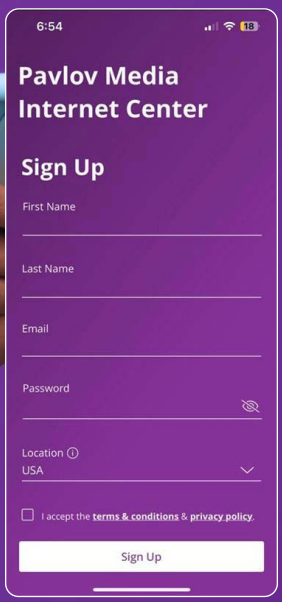
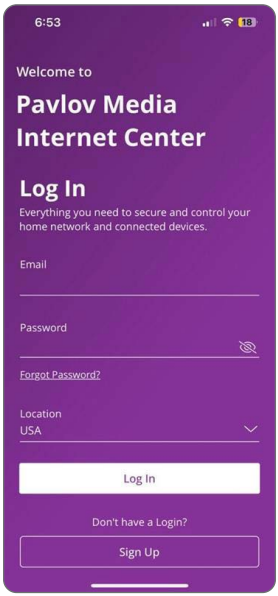
Make sure

you have activated your account by signing up at SignUp.PavlovMedia.com



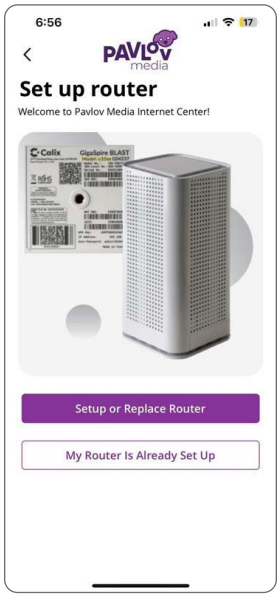
1. Sign up to your account. The password you enter here will be the password you use to login to the app.

2. Log in to the app and select “Let’s get started”.

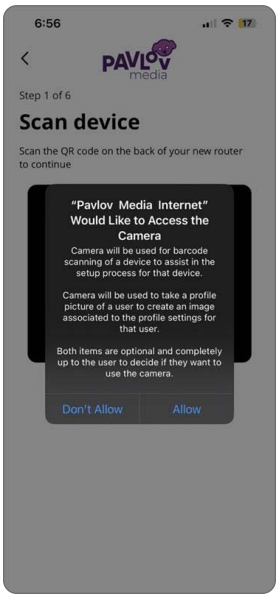




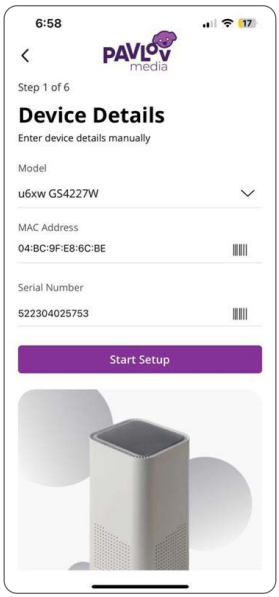
3. Follow the next steps for new router set up by selecting “My Router is Already Set Up”

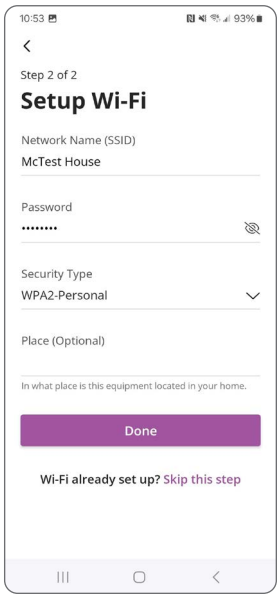


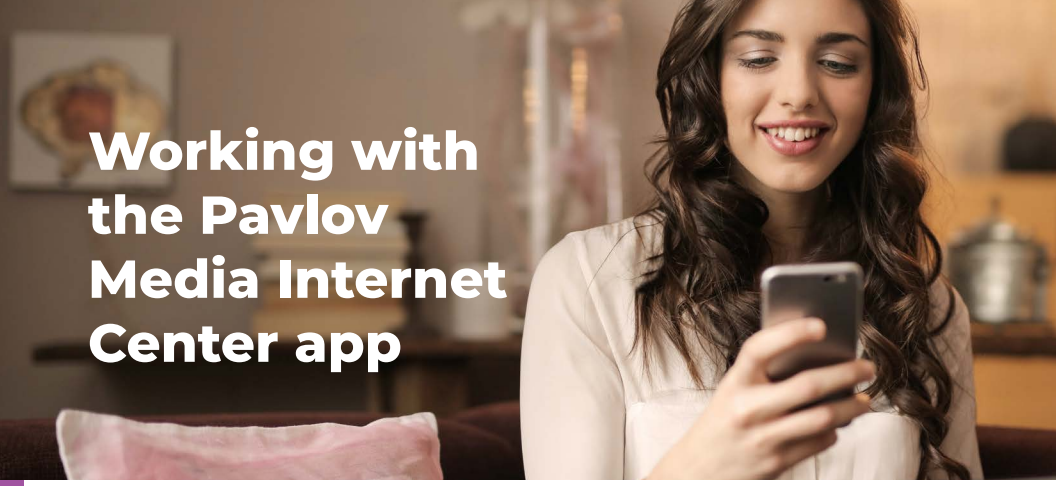
4. Allow the “Pavlov Media Internet” to access your camera. You will need it to scan the barcode on the back of your device.



5. If you are setting up your home network for the first time, you can assign a name and password for your Wi-Fi network.







Working with the Pavlov Media Internet Center app

With the Pavlov Media Internet Center App you are able to easily manage your Wi-Fi network within minutes. You can set up a guest network, change your password, run a speed test, and set basic parental controls.

Get to know your App

ALERTS

To view alerts, click the bell icon from the Home screen. To edit alerts settings, click on the setting icons on the top of the Alerts screen or use the menu Settings: “Alerts”.

EXPRIENCEIQ

This powerful tool feature lets you manage screen time, content and access to website, and applications, all from the app. It also lets you prioritize which devices should get preferred connection so if you work from home and want to make sure you always have enough bandwidth, this feature is for you.

PROTECTIQ

As hackers become increasingly sophisticated your network requires an equally innovative solution. ProtectIQ keeps a lock on your network and alerts you when unwanted visitors, hackers, viruses, or malware try to visit. If it’s connected, it’s protected!

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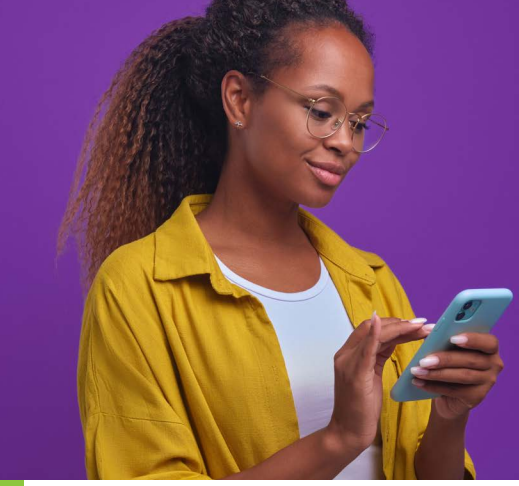

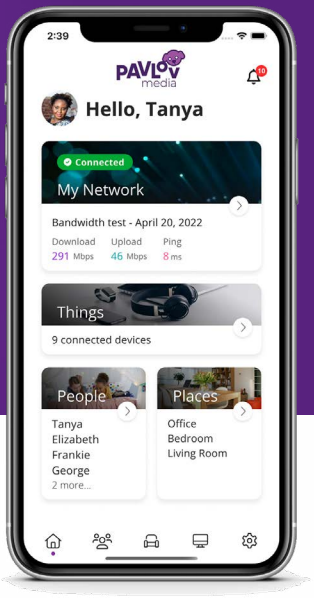

How to

RUN A SPEED TEST

- Select “My Network” from the Home screen
- Select “Bandwidth Test”
- Select “Run Test”
- Results will show as a notification in the app

UPDATE WI-FI NETWORK NAME AND PASSWORD

- Press “My Network” on the Home screen
- Select the network you wish to update the name or password for
- Press “Edit” and update your information
- Note: Changing your SSID or password will require you to reconnect all your wireless devices previously connected to that network

SETUP PARENTAL CONTROLS

- Click the People tile on the Home screen
- Tap the “+” icon
- Add a name (and photo, if desired)
- Check the box for any devices associated with that person
- Click edit on the person’s profile when devices need to be added later
- Swipe the Internet Access toggle off to pause all devices connected to the profile

You can set schedules to turn internet access off for all assigned devices during specific times as well as restrict apps and websites.

CREATE A GUEST NETWORK

- Click on My Network from the Home screen
- Click the “+” icon select “Add Network”
- Select “Guest” from Wireless Network Type dropdown
- Create your network name
- Select security type if desired
- Create your password
- You can set the duration of the network to endless or a custom amount of time
- Share the network via QR code or text

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Frequently Asked Questions

O How do I contact customer support?

— For support, use the Elevon Community App to access your Pavlov Media Resident Portal and submit your inquiry through the “Contact Customer Support” option.
Alternatively, contact your designated account team at ElevonConnect@PavlovMedia.com or call 972-4-PAVLOV (972-472-8568).

O I’m subscribed to a 2 Gbps plan, but my speed test results are lower than expected. Why might this be happening?

— The most common reason for slower-than-expected speed test results is testing over WiFi instead of a wired connection. For the most accurate results, we recommend using the Pavlov Media Internet Center app to run your speed test. Keep in mind that speed test results may vary due to network activity—other devices downloading or uploading at the same time can impact your speeds.

O Why do I see two networks, 2.4 GHz and 5 GHz? What’s the difference?

— WiFi operates on two frequency bands: 2.4 GHz (longer range, slower speed) and 5 GHz (faster speed, shorter range). Some devices struggle to choose the best band, so splitting them can help improve connectivity—smart thermostats and garage door openers, for example, often work better on 2.4 GHz.
Pavlov Media doesn’t split Wi-Fi networks by default. If you see two networks, it’s likely due to a previous support request where we optimized your setup for better performance.

O How can I reboot my router?

— To reboot your router, simply unplug the power cable and plug it back in. If you need to do this more than once a day or on consecutive days, there may be an issue we can help with. Contact customer support, and we’ll work to resolve it.
Ideally, your router should only require a reboot for firmware updates.

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Need more speed?

Pavlov Media is offering to all Elevon residents 2 Gbps Internet, the cost for which is covered in your monthly HOA fees. Do you feel like you need more? We have you covered. Pavlov offers speed packages up to 8 Gbps. You have the option to select the package that best matches your needs and upgrade.



5 Gbps

$39.99

per month



8 Gbps

$79.99

per month

Expand Your Internet Experience

Boost your connectivity with VoIP and Connection Care services. Enjoy crystal-clear VoIP calls to stay connected with family, friends, or clients. Add Connection Care for comprehensive support that includes coverage for equipment repairs and line maintenance, ensuring uninterrupted connectivity for your home.

VoIP:	**$24.99**
Battery Backup:	**$5**
Connection care:	**$6.99**

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Ready to Experience the Full Power of Multi-Gig Speeds?

When you upgrade to 5 or 8 Gig speeds, you're stepping into a whole new level of performance—perfect for ultra-connected homes, heavy streaming, gaming, remote work, and smart home technology running all at once.

How to Get the Most Out of Your Speed

Your included equipment is optimized for up to 2 Gig across your home. When you select the 5 or 8 Gbps package, there are a couple of easy ways to unlock higher speeds:

Option 1: DIRECT CONNECTION (Fastest Possible Speed)

Your router includes a dedicated port capable of up to 10 Gbps. If you want to connect a single device directly to this port (through your home's wiring), you can experience ultra-fast speeds on that device.

Tip: This works best if you know which wall port connects back to your main internet equipment (ONT).

Option 2: WHOLE-HOME MULTI-GIG SPEEDS

If you want multiple devices or rooms to enjoy those higher speeds, you'll need to purchase a compatible multi-gig switch.

These are:

- Plug-and-play (no setup required)
- Designed to distribute high speeds across your home
- Ideal for gaming setups, home offices, and connected households



Recommended Multi-Gig Switch :
TP-Link TL-SX1008 | 8 Port 10G/Multi-Gig Unmanaged Ethernet Switch

Ensure your devices are compatible with multi-gig speeds.

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Pavlov Cares – Strengthening Communities Together

At Pavlov Media, we believe true connection goes beyond technology—it's about building stronger, more vibrant communities. Through Pavlov Cares, our philanthropic initiative, we are committed to supporting meaningful local and national programs that foster growth, enhance lives, and promote a spirit of giving. We are proud to partner with organizations dedicated to making a difference, including:

Folds of Honor

Feeding America

Habitat for Humanity

the YMCA

Crisis Nursery
Island of Safety

Loaves&Fishes Community Services

UFHealth
Shands Children's Hospital

The Humane Society of the United States

PAVLOVE We Care