

Welcome to your connected home

Everything you need to know to get the most out of your new service.

Your home is now powered by Pavlov Media Fiber, delivering fast, reliable internet built for everything your household does online. Whether you're streaming, gaming, working from home, or connecting smart devices, we're here to keep you running at full speed.

Your Network Information

NETWORK NAME	
PASSWORD	



Welcome to Pavlov Internet at Lewisville Waters Edge

If your equipment has been installed but your service is not yet active, please contact our resident support team at **866.670.1444**. Our team can assist with activation, setup questions and troubleshooting.

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.

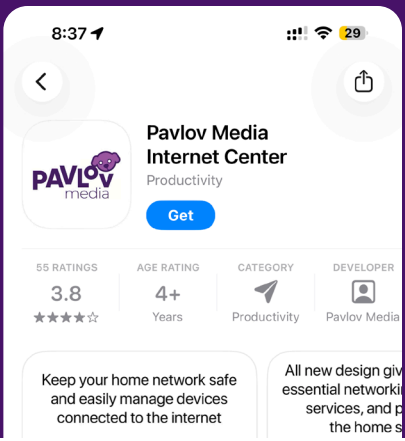
Designed with your modern lifestyle in mind, our network delivers lightning-fast, secure, and reliable connectivity to ensure the speed and performance that keeps Elevon ahead of the curve.

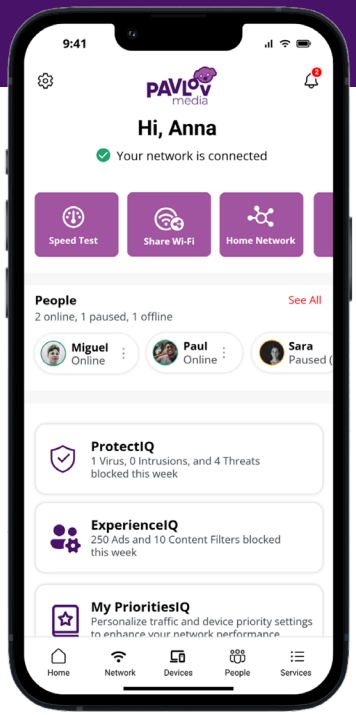
Getting Started with the Pavlov Media Internet Center App



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 **Pavlovmedia.com/store** to create your Pavlov Media account.

Then,

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

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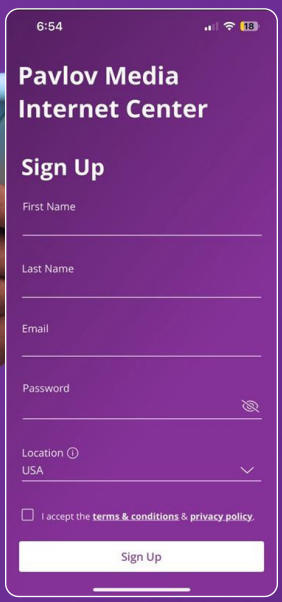
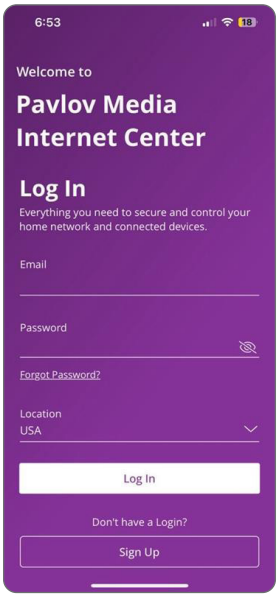
Make sure

you have activated your account by signing up at **Pavlovmedia.com/store**



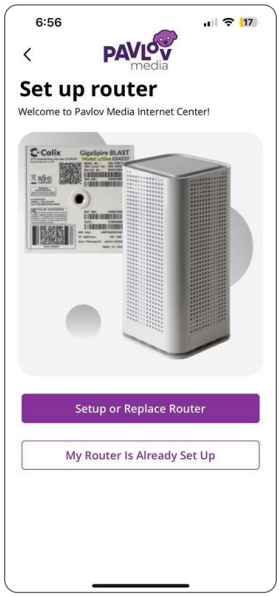
1. Sign up to your account. The password you enter here will be the password you use to login to the app.

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

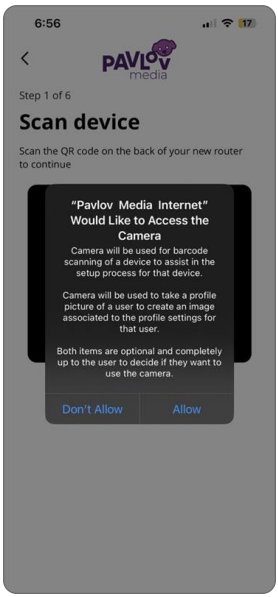




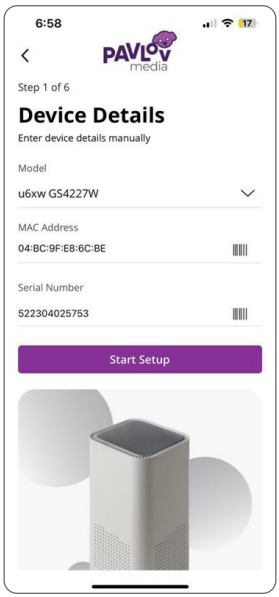
3. Follow the next steps for new router set up by selecting “My Router is Already Set Up”

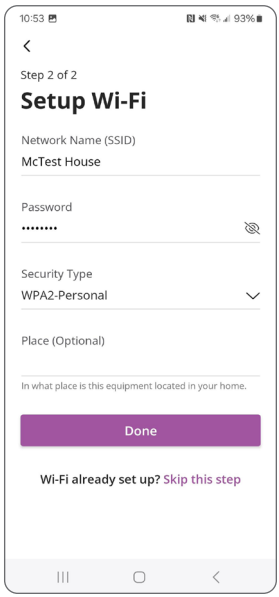


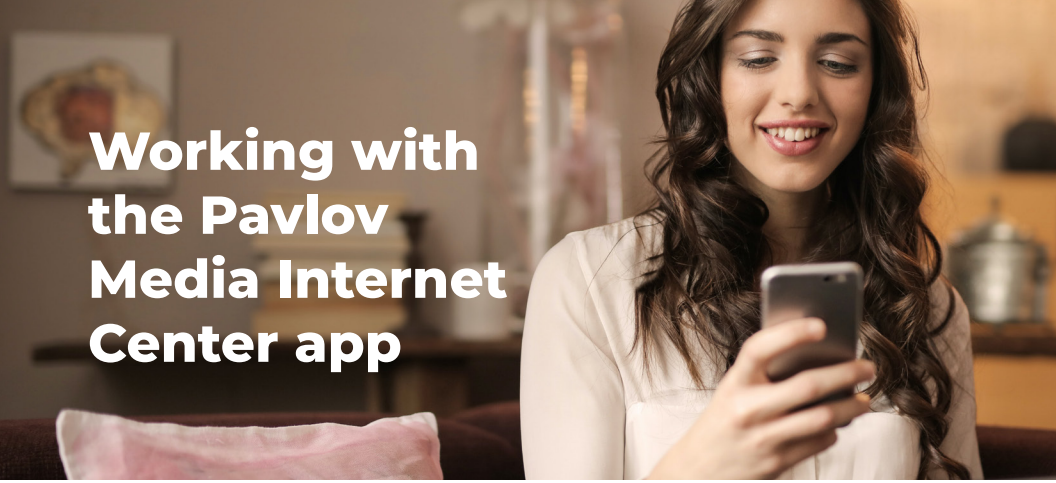
4. Allow the “Pavlov Media Internet” to access your camera. You will need it to scan the barcode on the back of your device.



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.



For Families

Create avatars for the whole family and instantly see who's online. Our app makes parental controls easier than ever, and helps you fine-tune screen time and filters.



For Working from Home

Switch to Work Mode to prioritize your laptop for crisp video calls and fast uploads. New connectivity and performance metrics keep you aware of your network's health.



For Everyone

Easy setup, instant alerts, and built-in protection from hackers and viruses. Spot unknown devices with upgraded recognition and remove them instantly.

Frequently Asked Questions

How do I contact customer support?

— Need assistance? Call our dedicated Customer Support team at **866.670.1444** for help with activating your service, resolving internet or Wi-Fi issues, troubleshooting your connection, or answering any.

I'm subscribed to a 1 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.

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.

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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