

# Neatflix Setup & Access

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## Accessing/Streaming

To watch content:

1. Download the Jellyfin app
  - a. If the app is not available on your device, you may need to download it to your phone (as an example) and cast to your display.
  - b. Roku or your Smart TV app will generally have better performance than Xbox or Web Browser
2. Site URI: **jellyfin.neatflix.org**
3. Login (or use phone instructions below)
  - a. Username: [your first name], lowercase
  - b. Password: NeatflixUser123!
    - i. You can leave this if you like, or change it under Profile settings (top right)
    - ii. If you change it PLEASE use a secure password, this is an externally accessible resource with bots constantly attempting to gain access

Jellyfin Notes:

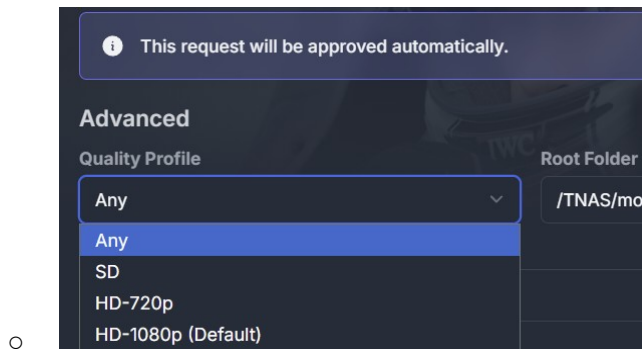
- JF is open source, so each client (Roku, Xbox, Android/Apple TV) is coded for free by contributors. Therefore client quality varies wildly. If you don't like the experience on one device, try another - I switched from using my Xbox to my Roku for this reason.
- Jellyfin provides the option to download content - this is explicitly encouraged to reduce resource consumption on the server side and saves you from potential buffering issues.
- If you see content that is corrupted/unwatchable in some way or just shouldn't be there (i.e. a random 5 second intro roll that Jelly picked up as a 'movie') please feel free to delete it.
- **Recommended Settings change:**
  - On web, click user -> settings -> playback
  - Set preferred audio language to English AND uncheck play default audio track
  - #subsOverDubs, but for whatever reason a lot of English titles have non-english tracks as their default.
- You can log into a TV app using your phone via the "Quick Connect" option. In a browser click the user icon in top right -> quick connect. On the TV login screen click Quick Connect.

## Requesting New Shows/Movies

- request.neatflix.org
- Use your Jellyfin user/pass to sign in
- Requests \*should\* approve automatically but ping Mac if it isn't in the library after a day
  - Most movies should take about 20-30min to download, show episodes less than 5min

### Request Notes:

- Support for 4k quality is pending (files are huge so may require another box for harddrives)
- Older content may take longer to find due to DMCA takedowns
- **FOR OLDER TV/MOVIES** You need to adjust the quality profile to allow for 480p, otherwise it will only lookfor (and fail to find) 1080p+



**If you notice a title is incorrectly labeled** (wrong title, or loaded the information from another show/movie of the same name):

1. On your phone, find the IMDB page for the correct title and copy the ID (last part of the URL, number starting with tt)
2. In Jellyfin, hit the 3 dots and click Edit Metadata
3. Paste the tt number in the "External IDs" -> IMDB section
4. Save changes, should update automatically

**If a title has a bad thumbnail** (wrong show, wrong language etc)

1. On phone navigate to the title and hit 3 dots -> edit images
2. If the main library thumbnail is wrong, hit the magnifying glass for "Primary" (but this can also be used to change the other images shown when you're looking at the title information before playing)
3. It will provide several options to choose from, if none are correct you can upload one from the first "Images" tab

## Troubleshooting

- If one service isn't working, check other services (i.e. the request site)
- Visiting test.neatflix.org should show a 'Hello World!' page
- Make sure you're connecting to neatflix.**ORG** not neatflix.**COM**
- Collect any error text/screenshots BEFORE asking Mac (Win+Shift+S to screenshot on Windows)
- Stuttering during playback is \*usually\* a client issue, try using a different client type.
  - Spencer had unusable levels of stuttering on an LG TV native app.
  - Roku and Android TV seem to work best

## In-Progress

- Performance testing
- (some?) New usenet downloads failing to import w.out manual permissions update
- ~~Remove Plex/Plex dependencies including request platform~~
- ~~Localization~~
  - ~~Non-english or director commentary captions are occasionally defaulted~~
  - ~~Audio for non-english media should default to original audio + english subs~~
    - Available as user setting, not enforceable in Dashboard
- Better quality profile control (i.e. upgrading 720p files to 1080p)
- ~~Re-transcoding existing library to reduce filesize - workingish?~~
  - Do this with Radarr quality profiles
- Monitoring/Alerting
- Offsite status page
- Expose disk utilization to users (visible in request workflow)