

Netflix Knowledge Base Documentation (Updated)

This document serves as a comprehensive guide to Netflix's features, content, user support, and troubleshooting. It is designed to provide detailed information for training purposes, covering all aspects of the service as if building a support chatbot for a Netflix-like streaming app. Data is current as of February 2026. This update includes sample URLs for key pages, such as payment-related links, to enable trained models to reference or direct users to appropriate sections (e.g., for updating payment info or managing billing). These are placeholders based on standard Netflix URL structures; in a real app copy, replace with your app's actual endpoints.

1. Introduction to Netflix

Netflix is a subscription-based streaming service offering unlimited access to movies, TV shows, documentaries, anime, and mobile games. Founded in 1997 as a DVD rental service, it transitioned to streaming in 2007 and now has over 300 million subscribers worldwide. Key features include:

- On-demand viewing without commercials (on ad-free plans).
- Personalized recommendations based on viewing history.
- Multi-device support for simultaneous streaming.
- Offline downloads for select content.
- Original content production under Netflix Originals.
- Global availability in over 190 countries, with region-specific libraries due to licensing.

Netflix emphasizes diverse content, including award-winning series like *Stranger Things*, *The Crown*, and films like *The Irishman*. It supports multiple languages, subtitles, and audio descriptions.

Sample URLs for core navigation:

- Home page: <https://www.netflix.com/browse> (for browsing content).
- Account dashboard: <https://www.netflix.com/youraccount> (for managing profiles, plans, and settings).

2. Subscription Plans and Payment Methods

Netflix offers tiered plans to suit different needs. Prices and features as of 2026 (in USD; may vary by region):

Plan	Monthly	Ads	Video	Simultaneous	Downloads	Extra Features
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	Price		Quality	Streams		
Standard with Ads	\$7.99	Yes	Full HD (1080p)	2	Up to 2 devices	Unlimited mobile games; No extra members.
Standard	\$17.99	No	Full HD (1080p)	2	Up to 2 devices	Unlimited mobile games; Add 1 extra member (\$6.99–\$8.99/month).
Premium	\$24.99	No	Ultra HD (4K) + HDR	4	Up to 6 devices	Unlimited mobile games; Add up to 2 extra members (\$6.99–\$8.99/month each); Netflix spatial audio.

- **Extra Members:** Allows adding users outside the household for an additional fee.
- **Plan Changes:** Users can upgrade/downgrade or cancel anytime via account settings.
- **Payment Methods:** Accepts credit/debit cards (Visa, Mastercard, American Express, Discover), PayPal, gift cards, and partner billing (e.g., through Xfinity, T-Mobile, or Amazon). In some regions, supports digital wallets like Google Pay or Apple Pay. No cash or checks.
- **Billing Cycle:** Monthly, auto-renewed on the sign-up date. Prorated for mid-month changes.
- **Free Trials:** Rarely offered; new users may get promotional discounts.
- **Account Sharing:** Restricted to household members; extra members required for others.

Sample Payment-Related URLs (for directing users in chatbot responses):

- Update Payment Information: <https://www.netflix.com/youraccount/payment> (sample link to the payment update page; users can add/change cards here).
- Billing History: <https://www.netflix.com/youraccount/billing> (sample link to view past charges and receipts).
- Add Gift Card: <https://www.netflix.com/redeem> (sample link for redeeming gift cards or promo codes).
- Change Plan: <https://www.netflix.com/changeplan> (sample link to upgrade/downgrade subscription).
- Cancel Subscription: <https://www.netflix.com/cancelplan> (sample link to initiate cancellation).

In a trained chatbot, these links can be fetched and sent directly to users (e.g., "Click here to update your payment: [link]") based on query context.

3. Supported Devices and System Requirements

Netflix is compatible with a wide range of devices. Minimum requirements ensure smooth streaming.

Supported Devices

- **Smart TVs:** Most models from Samsung, LG, Sony, Vizio, TCL, Hisense (2015+). Pre-installed app or downloadable.
- **Streaming Devices:** Roku, Amazon Fire TV, Apple TV (4th gen+), Chromecast (3rd gen+ or Ultra), NVIDIA Shield.
- **Game Consoles:** PlayStation 4/5, Xbox One/Series X/S, Nintendo Switch (limited to handheld mode).
- **Mobile Devices:** Android phones/tablets (OS 9+), iPhones/iPads (iOS 18+), Amazon Fire tablets (Fire OS 7+).
- **Computers:** Windows 10/11 (via app or browser), macOS 10.15+, Chrome OS 76+.
- **Set-Top Boxes:** Select cable boxes like Comcast Xfinity, Dish Network.
- **Browsers:** Chrome (117+), Edge (118+), Firefox (117+), Safari (17+), Opera (117+). Max resolution varies (e.g., Edge up to 4K).

System Requirements

- **Internet Speed:** 0.5 Mbps minimum; 5 Mbps for HD; 15 Mbps for 4K.
- **Storage for Downloads:** Varies by content (e.g., 1-3 GB per movie).
- **Software Updates:** Devices must run the latest OS/firmware for app compatibility.
- **Incompatibilities:** Older devices (e.g., pre-2013 models) may lose support. Netflix notifies users via email/app if a device is deprecated.
- **Casting:** Supported via Chromecast, AirPlay (Apple devices), or built-in TV features. Ad-supported plans may limit casting on older Chromecasts.

Sample Device Management URL: <https://www.netflix.com/manage-devices> (for signing out devices or managing streams).

4. Movie and TV Show Genres/Categories

Netflix organizes content into thousands of categories, including hidden codes for precise browsing (e.g., [netflix.com/browse/genre/\[code\]](http://netflix.com/browse/genre/[code])). Main genres include:

Main Movie Genres

- Action & Adventure (1365): Subgenres like Action Comedies (43040), Action Sci-Fi & Fantasy (1568), Alien Sci-Fi (3327).
- Anime (7424): Anime Action (2653), Anime Comedies (9302), Anime Series (6721).
- Children & Family (783): Animal Tales (5507), Kids' TV (27346).
- Classic Movies (31574): Classic Action & Adventure (46576), Classic Comedies (31694).
- Comedies (6548): Dark Comedies (869), Romantic Comedies (5475).
- Documentaries (6839): Biographical (3652), Crime (9875), Social & Cultural (3675).
- Dramas (5763): Biographical (3179), Political (6616), Romantic (8883).
- Horror (8711): Horror Comedies (89585), Supernatural (42023), Zombie (75405).
- Independent Movies (7077).

- International Movies: African (3761), Asian Action (77232), British (10757), Korean (5685).
- LGBTQ+ (5977): LGBTQ+ Comedies (7120), LGBTQ+ Dramas (500).
- Music & Musicals (1701): Country & Western (1105), Jazz (10271).
- Romantic Movies (8883): Steamy Romantic (35800).
- Sci-Fi & Fantasy (1492): Sci-Fi Adventure (6926), Time Travel (2623).
- Sports Movies (4370): Baseball (12339), Boxing (12443).
- Thrillers (8933): Crime Thrillers (10499), Spy Thrillers (9147).
- Other: Faith & Spirituality (26835), Food & Travel TV (72436).

Main TV Show Genres

- TV Shows (83): British TV (52117), Korean TV (67879), Reality TV (9833).
- Teen TV Shows (60951).
- TV Mysteries (4366), TV Sci-Fi & Fantasy (1372).

Over 4,100 subcategories exist, such as "Deep Sea Horror Movies" (45028) or "Cult Sci-Fi & Fantasy" (4734). Content is tagged for easy discovery.

Sample Content Browsing URL: <https://www.netflix.com/browse/genre/1365> (for Action & Adventure category).

5. Popular Movies and TV Shows (as of February 2026)

Based on current Top 10 lists and trends:

Top Movies

1. *Joe's College Road Trip* (Netflix Original, comedy) - Tyler Perry's road trip with historical lessons.
2. *State of Fear* (Thriller) - Spy drama about former agents on the run.
3. *Prometheus* (Sci-Fi) - Alien prequel with high views.
4. *A Father's Miracle* (Drama) - Emotional family story.
5. *Wrath of the Titans* (Action/Fantasy) - Mythical adventure.
6. *How to Train Your Dragon* (Animation) - Family favorite, dragon-taming tale.
7. *Godzilla Minus One* (Sci-Fi/Action) - Critically acclaimed kaiju film (99% Rotten Tomatoes).
8. *Wallace & Gromit: Vengeance Most Fowl* (Animation) - Stop-motion comedy.
9. *Ex Machina* (Sci-Fi/Thriller) - AI exploration (92% RT).
10. *Crazy, Stupid, Love.* (Romantic Comedy) - Ensemble rom-com classic.

Top TV Shows

1. *Bridgerton Season 4* (Romance/Drama) - Benedict's story with Sophie.
2. *The Lincoln Lawyer Season 4* (Legal Drama) - Mickey Haller fights for innocence.
3. *Love Is Blind Season 10* (Reality) - Dating experiment.
4. *The Investigation of Lucy Letby* (True Crime Docuseries).
5. *Stranger Things* (Sci-Fi/Horror) - Complete series, cultural phenomenon.
6. *The Witcher* (Fantasy) - Monster-hunting saga.
7. *Outer Banks* (Adventure/Drama) - Treasure-hunting teens.

8. *Ginny & Georgia* (Drama) - Mother-daughter dynamics.
9. *All American* (Sports Drama) - Football-themed coming-of-age.
10. *Naruto* (Anime) - Ninja adventures.

Netflix Originals dominate, with trends toward thrillers, romances, and true crime. Popular in 2026: *Queen of Chess* (Documentary on Judit Polgár), *This Is I* (Stand-up special).

Sample Title Details URL: <https://www.netflix.com/title/80057281> (for *Stranger Things*; replace ID for other titles).

6. Common User Issues and Solutions

Netflix users encounter various problems. Below are categories with causes and fixes.

Streaming Issues (e.g., Video Not Opening)

- **Black Screen/No Sound**
: Device frozen or app glitch.
 - Solution: Restart device/app; check internet (5 Mbps+); clear cache; update app.
- **Buffering/Freezing**
: Slow internet or high traffic.
 - Solution: Lower video quality; pause for 30s; use wired connection; restart router.
- **App Crashes/Stuck Loading**
: Outdated software.
 - Solution: Update Netflix app/OS; uninstall/reinstall; sign out/in.

Payment Issues

- **Payment Declined**
: Invalid card or insufficient funds.
 - Solution: Update payment info via <https://www.netflix.com/youraccount/payment>; try another method; contact bank.
- **Unexpected Charges**
: Plan upgrade or extra members.
 - Solution: Check billing history at <https://www.netflix.com/youraccount/billing>; cancel extras; request refund if erroneous.
- **Billing Date Issues**
: Proration errors.
 - Solution: Contact support; adjust plan via <https://www.netflix.com/changeplan>.

Account Management Issues

- **Forgot Password**
: Common login problem.
 - Solution: Use "Forgot Password" link at <https://www.netflix.com/loginHelp>; reset via email/SMS.
- **Profile Locked**
: PIN forgotten.
 - Solution: Reset PIN via account settings at <https://www.netflix.com/youraccount/profiles>.
- **Too Many Devices**
: Exceeded streams/downloads.
 - Solution: Sign out unused devices at <https://www.netflix.com/manage-devices>; upgrade plan.

Download Feature Issues

- **Can't Download**
: Title expired or not downloadable.
 - Solution: Check availability; update app; ensure plan allows downloads.
- **Downloads Missing**
: Storage full or app reset.
 - Solution: Free space; grant storage permissions; redownload.
- **Error 10016-23000 (Too Many Devices)**
: Limit reached.
 - Solution: Manage download devices; remove old ones.
- **Queuing/Stuck**
: Network or cache issue.
 - Solution: Reset app (Settings > Netflix > Reset); restart device; check Wi-Fi.

Common Error Codes and Fixes

- **NW-2-5**
: Network connectivity.
 - Fix: Restart router/device; check ISP; disable VPN.
- **UI-800-3**
: App data issue.
 - Fix: Sign out/reset app; clear cache.
- **M7111-5059**
: VPN/proxy detected.

- Fix: Disable VPN; use approved networks.

- **100**

: iOS device error.

- Fix: Reinstall app; restart device.

- **(-12)/(-1001)**

: General network.

- Fix: Check Wi-Fi; restart everything.

- **NW-3-6**

: Configuration error.

- Fix: Reset network settings; contact ISP.

- **TVQ-ST-103**

: Sign-in issue.

- Fix: Verify credentials; reset password.

For unresolved issues, direct to support page: <https://help.netflix.com> (sample help center URL).

7. Parental Controls and Profile Settings

Netflix provides robust tools for family safety.

- **Create Kids Profile**

: Simplified interface with kid-friendly content only (ages 12 and under). No games/account access.

- How: Manage Profiles > Add Profile > Select "Kids" at <https://www.netflix.com/profiles>.

- **Maturity Ratings**

: Set per profile (e.g., Little Kids, Older Kids, Teens, All).

- How: Account > Profiles > Adjust Parental Controls > Enter code > Set rating at <https://www.netflix.com/parentalcontrols>.

- **Block Titles**

: Restrict specific shows/movies.

- How: Viewing Restrictions > Block Titles > Search and add.

- **Profile PIN**

: Lock profiles to prevent access.

- How: Manage Profiles > Add/Edit PIN (4 digits).

- **Account-Level PIN**

: For global restrictions.

- How: Account Settings > Parental Controls > Set PIN.

- **Viewing Activity:** Monitor history; delete entries.
- **Games Ratings:** Separate maturity for mobile games.

These ensure age-appropriate viewing; changes require password verification.

Sample Profiles URL: <https://www.netflix.com/youraccount/profiles> (for managing profiles and controls).

8. Other Features

- **Profiles:** Up to 5 per account; personalized recommendations.
- **Downloads:** Available on mobile/tablets; auto-delete after 48 hours if unwatched (some titles expire in 7 days).
- **Search and Recommendations:** AI-driven; use codes for hidden categories.
- **Accessibility:** Subtitles, audio descriptions, screen reader support.
- **Netflix Games:** Included in plans; ad-free mobile games like *Stranger Things: 1984*.
- **Casting:** To TVs via Chromecast/AirPlay; limited on ad plans for older devices.

Sample Games URL: <https://www.netflix.com/games> (for browsing available mobile games).

This updated documentation covers all possible user scenarios for a Netflix-like app, including sample URLs for seamless integration in your RAG system. Use it to train your model for accurate, helpful responses with direct link provisioning.

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Sure, I can help with that! While I can't directly generate and attach a PDF file in this chat interface, I can provide the complete updated documentation in a clean, copy-paste-friendly markdown format below. You can easily copy this into a tool like:

- An online markdown-to-PDF converter (e.g., search for "markdown to PDF online" and paste it in).
- A code editor or word processor (like VS Code with a PDF extension, Google Docs, or Microsoft Word), then export/save as PDF.
- Python code using a library like fpdf or reportlab (if you're coding it yourself).

Here's the full content:

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Plan	Monthly Price	Ads	Video Quality	Simultaneous Streams	Downloads	Extra Features
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Standard	\$17.99	No	Full HD (1080p)	2	Up to 2 devices	Unlimited mobile games; Add 1 extra member (\$6.99–\$8.99/month).
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Sample Payment-Related URLs (for directing users in chatbot responses):

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- Change Plan: <https://www.netflix.com/changeplan> (sample link to upgrade/downgrade subscription).
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- **Game Consoles:** PlayStation 4/5, Xbox One/Series X/S, Nintendo Switch (limited to handheld mode).
- **Mobile Devices:** Android phones/tablets (OS 9+), iPhones/iPads (iOS 18+), Amazon Fire tablets (Fire OS 7+).
- **Computers:** Windows 10/11 (via app or browser), macOS 10.15+, Chrome OS 76+.
- **Set-Top Boxes:** Select cable boxes like Comcast Xfinity, Dish Network.
- **Browsers:** Chrome (117+), Edge (118+), Firefox (117+), Safari (17+), Opera (117+). Max resolution varies (e.g., Edge up to 4K).

System Requirements

- **Internet Speed:** 0.5 Mbps minimum; 5 Mbps for HD; 15 Mbps for 4K.
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Sample Device Management URL: <https://www.netflix.com/manage-devices> (for signing out devices or managing streams).

4. Movie and TV Show Genres/Categories

Netflix organizes content into thousands of categories, including hidden codes for precise browsing (e.g., netflix.com/browse/genre/[code]). Main genres include:

Main Movie Genres

- Action & Adventure (1365): Subgenres like Action Comedies (43040), Action Sci-Fi & Fantasy (1568), Alien Sci-Fi (3327).
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5. Popular Movies and TV Shows (as of February 2026)

Based on current Top 10 lists and trends:

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4. *The Investigation of Lucy Letby* (True Crime Docuseries).
5. *Stranger Things* (Sci-Fi/Horror) - Complete series, cultural phenomenon.
6. *The Witcher* (Fantasy) - Monster-hunting saga.
7. *Outer Banks* (Adventure/Drama) - Treasure-hunting teens.
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Sample Title Details URL: <https://www.netflix.com/title/80057281> (for *Stranger Things*; replace ID for other titles).

6. Common User Issues and Solutions

Netflix users encounter various problems. Below are categories with causes and fixes.

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: Device frozen or app glitch.
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- Solution: Lower video quality; pause for 30s; use wired connection; restart router.
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 - : Outdated software.
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 - : Proration errors.
- Solution: Contact support; adjust plan via <https://www.netflix.com/changeplan>.

Account Management Issues

- **Forgot Password**
 - : Common login problem.
- Solution: Use "Forgot Password" link at <https://www.netflix.com/loginHelp>; reset via email/SMS.
- **Profile Locked**
 - : PIN forgotten.
- Solution: Reset PIN via account settings at <https://www.netflix.com/youraccount/profiles>.
- **Too Many Devices**
 - : Exceeded streams/downloads.
- Solution: Sign out unused devices at <https://www.netflix.com/manage-devices>; upgrade plan.

Download Feature Issues

- **Can't Download**
 - : Title expired or not downloadable.
- Solution: Check availability; update app; ensure plan allows downloads.

- **Downloads Missing**
: Storage full or app reset.
 - Solution: Free space; grant storage permissions; redownload.
- **Error 10016-23000 (Too Many Devices)**
: Limit reached.
 - Solution: Manage download devices; remove old ones.
- **Queuing/Stuck**
: Network or cache issue.
 - Solution: Reset app (Settings > Netflix > Reset); restart device; check Wi-Fi.

Common Error Codes and Fixes

- **NW-2-5**
: Network connectivity.
 - Fix: Restart router/device; check ISP; disable VPN.
- **UI-800-3**
: App data issue.
 - Fix: Sign out/reset app; clear cache.
- **M7111-5059**
: VPN/proxy detected.
 - Fix: Disable VPN; use approved networks.
- **100**
: iOS device error.
 - Fix: Reinstall app; restart device.
- **(-12)/(-1001)**
: General network.
 - Fix: Check Wi-Fi; restart everything.
- **NW-3-6**
: Configuration error.
 - Fix: Reset network settings; contact ISP.
- **TVQ-ST-103**
: Sign-in issue.
 - Fix: Verify credentials; reset password.

For unresolved issues, direct to support page: <https://help.netflix.com> (sample help center URL).

7. Parental Controls and Profile Settings

Netflix provides robust tools for family safety.

- **Create Kids Profile**
: Simplified interface with kid-friendly content only (ages 12 and under). No games/account access.
 - How: Manage Profiles > Add Profile > Select "Kids" at <https://www.netflix.com/profiles>.
- **Maturity Ratings**
: Set per profile (e.g., Little Kids, Older Kids, Teens, All).
 - How: Account > Profiles > Adjust Parental Controls > Enter code > Set rating at <https://www.netflix.com/parentalcontrols>.
- **Block Titles**
: Restrict specific shows/movies.
 - How: Viewing Restrictions > Block Titles > Search and add.
- **Profile PIN**
: Lock profiles to prevent access.
 - How: Manage Profiles > Add/Edit PIN (4 digits).
- **Account-Level PIN**
: For global restrictions.
 - How: Account Settings > Parental Controls > Set PIN.
- **Viewing Activity**: Monitor history; delete entries.
- **Games Ratings**: Separate maturity for mobile games.

These ensure age-appropriate viewing; changes require password verification.

Sample Profiles URL: <https://www.netflix.com/youraccount/profiles> (for managing profiles and controls).

8. Other Features

- **Profiles**: Up to 5 per account; personalized recommendations.
- **Downloads**: Available on mobile/tablets; auto-delete after 48 hours if unwatched (some titles expire in 7 days).
- **Search and Recommendations**: AI-driven; use codes for hidden categories.
- **Accessibility**: Subtitles, audio descriptions, screen reader support.
- **Netflix Games**: Included in plans; ad-free mobile games like *Stranger Things: 1984*.
- **Casting**: To TVs via Chromecast/AirPlay; limited on ad plans for older devices.

Sample Games URL: <https://www.netflix.com/games> (for browsing available mobile games).

This updated documentation covers all possible user scenarios for a Netflix-like app, including sample URLs for seamless integration in your RAG system. Use it to train your model for accurate, helpful responses with direct link provisioning.

