

Something's broken — do this

One thing won't play, everything else works: That file is probably bad. Tell Hayden ([CONTACT]): what you were watching, what device, and what happened. It's usually replaced quickly.

Everything is down (site won't load at all): The house internet or the server is having a moment. This is rare and usually short. Wait a bit and try again — if it's been down for several hours, ping Hayden in case he hasn't noticed.

Buffering / stuttering: Run the checklist in *Watching Movies & Shows → If playback misbehaves*. Short version: pause 30 seconds, make sure quality is on Auto/Max, try the HD version instead of 4K.

The requests site works but the watch site doesn't (or vice versa): Genuinely useful information — mention exactly that to Hayden, it narrows things down a lot.

When you report a problem, the magic words are: what you were watching · what device/app · what it did (error text or a photo). Those three things usually turn a mystery into a two-minute fix.

Revision #1

Created 2026-08-11 02:59:13 UTC by aqws000

Updated 2026-08-11 02:59:13 UTC by aqws000