

Rocky's Plex Media Server

Complete User Guide & Handbook

A private streaming platform handbook for approved friends and family

Prepared for approved users

This guide explains how to watch, request, track and download content using Rocky's Plex Media Server. No technical knowledge is required.

Prepared by Rocky Facciolo

A Message From Rocky

Welcome to Rocky's Plex Media Server. This platform exists to give approved friends and family a simple, high-quality media experience across all of their devices. Following this guide helps keep everything running smoothly for everyone and should help resolve most questions or problems you might have.

I genuinely hope you enjoy using the server, because an ungodly amount of time, effort and tweaking has gone into making this whole setup feel as seamless as possible.

The goal is simple: watch on Plex, request something in Seerr, track it using the Dashboard, download it for travel or offline use when needed, and enjoy the convenience of the whole system working quietly in the background.

Enjoy the magic, respect the server, and follow the guide, Rocky will thank you for it.

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Quick Reference Cheat Sheet

Use this page when you just want to know which app to open.

I want to...	Use this
Watch a movie or TV show	Plex
Continue watching where I left off	Plex
Browse my normal streaming library	Plex
Request a movie or TV show	Seerr
Track requests more deeply	Plex Dashboard
View active downloads	Plex Dashboard
Browse the full movie and TV catalogue	Plex Dashboard
Download content for a flight	<ul style="list-style-type: none"> • Plex (Plex Pass holders) • Infuse (Apple devices) • Plezy (Android devices)
Watch content offline	<ul style="list-style-type: none"> • Plex (Plex Pass holders) • Infuse (Apple devices) • Plezy (Android devices)

Simple mental model

Plex = Watch

Seerr = Request

Plex Dashboard = Track, browse and discover

Offline downloads =

- Plex (Plex Pass holders)
- Infuse (Apple devices)
- Plezy (Android devices)

Download app names used in this guide

- Plex (Plex Pass holders)
- Infuse (Apple devices)
- Plezy (Android devices)

First-Time Setup Checklist

Use this checklist when setting up Rocky's Plex Media Server for the first time. It is designed for users who just want the fastest path to a working setup.

Step	What to do	Why it matters
1	Create or sign into your Plex account.	This account is what gives you access to Rocky's server.
2	Accept Rocky's Plex server invitation from your email.	The server will not appear until the email invitation is accepted using the same Plex account Rocky invited.
3	Install Plex on your main device.	Plex is the app used for normal watching.
4	Set Plex quality to Original / Maximum.	This avoids blurry playback and unnecessary quality reduction.
5	Disable Plex online media sources in Plex Web.	This keeps Plex focused on Rocky's Media Server instead of showing Plex's own free streaming content or other online media suggestions.
6	Pin the Movies and TV Shows libraries.	This keeps the correct libraries easy to find.
7	Add Seerr to your Home Screen, Dock or desktop.	Seerr is where you request movies and TV shows.
8	Add the Plex Dashboard to your Home Screen, Dock or desktop.	The Dashboard is where you track downloads, releases and browse the catalogue.
9	Install Infuse (Apple devices) or Plezy (Android devices) if you want offline travel downloads. Plex Pass holders can also use native Plex downloads.	Infuse (Apple devices) is mainly for flights, travel and offline viewing on Apple devices. Plezy (Android devices) is the Android alternative and should be installed using the recommended free APK method in this guide. Plex Pass holders may use native Plex downloads.
10	Read the download rule before travelling.	Downloads usually fail if Plex, Infuse (Apple devices), or Plezy (Android devices) is closed before completion.

Best first setup

For most users: install Plex first, then add Seerr and the Dashboard as app icons. Install Infuse (Apple devices) or Plezy (Android devices) later if you are planning travel or offline viewing.

Rocky's Golden Rules

- Use Plex for watching movies and TV shows.
- Use Seerr for requesting movies and TV shows.
- Use the Plex Dashboard for tracking downloads, viewing upcoming releases and browsing the catalogue.
- Use the right download app for your device: Plex (Plex Pass holders), Infuse (Apple devices), or Plezy (Android devices).
- Keep Plex, Infuse (Apple devices), or Plezy (Android devices) open while downloading. Closing the app is the number one cause of failed downloads.
- Each Plex account is limited to a maximum of 2 simultaneous streams.
- Do not share your account with strangers.
- Use Plex Home properly for households and families.
- Keep your apps updated and restart apps before asking for help.
- Check this handbook before asking Rocky for help.

Most important download rule

When downloading in Plex, Infuse (Apple devices), or Plezy (Android devices), keep the app open until the download is completely finished. Do not swipe it away, force close it or assume it will continue properly in the background.

Chapter 1 - Welcome & Introduction

Welcome to Rocky's Plex Media Server

Rocky's Plex Media Server is a private streaming platform created for approved friends and family. It gives users access to a growing collection of movies and TV shows across phones, tablets, computers, TVs and streaming devices.

Think of it as a private Netflix-style platform. You can browse content, continue watching across devices, request new movies and shows, track what is coming soon and download content for travel.

No technical knowledge is required. This guide explains the apps, setup steps, best practices and troubleshooting basics in plain language.

The four core apps

Application	Purpose	Type
Plex	Watch movies and TV shows	Native app
Seerr	Request movies and TV shows	Rocky's NAS web app
Plex Dashboard	Track downloads, releases, catalogue and activity	Rocky's NAS web app
Infuse	Download content for travel and offline viewing on Apple devices	Native app (Apple)
Plezy (Android devices)	Android alternative for Plex-connected offline downloads	Native app (Android)

Plex is the hero app

Most users will spend almost all of their time inside Plex. The other apps exist to support Plex: Seerr handles requests, the Plex Dashboard gives extra visibility, Infuse (Apple devices) handles offline travel downloads, and Plezy (Android devices) is the Android alternative.

Native apps vs web apps

Rocky's ecosystem uses two types of applications.

Native apps

Native apps are downloaded normally from the App Store, Google Play Store or an official website.

- Plex
- Infuse (Apple devices)
- Plezy (Android devices)

Web apps hosted on Rocky's NAS

Seerr and the Plex Dashboard are hosted directly on Rocky's NAS. They are opened using web links. For the best experience, add them to your Home Screen, Dock or desktop so they feel like normal apps.

- Seerr: <https://seerr.rockysnas.synology.me/>
- Plex Dashboard: <https://plex-dashboard.rockysnas.synology.me/>

Adding Seerr & Plex Dashboard As Apps

Seerr and the Plex Dashboard are web apps. This means they are opened through a web browser instead of being downloaded from an app store. For non-technical users, the easiest setup is to add them to the Home Screen, Dock, desktop or taskbar so they behave like normal apps.

What you are addingSeerr: <https://seerr.rockysnas.synology.me/>Plex Dashboard: <https://plex-dashboard.rockysnas.synology.me/>

Add both links if you want quick access to requests and tracking.

iPhone and iPad - Add to Home Screen

Use Safari for the cleanest iPhone and iPad experience. Repeat these steps once for Seerr and once for the Plex Dashboard.

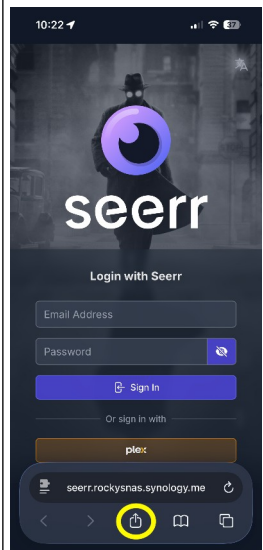
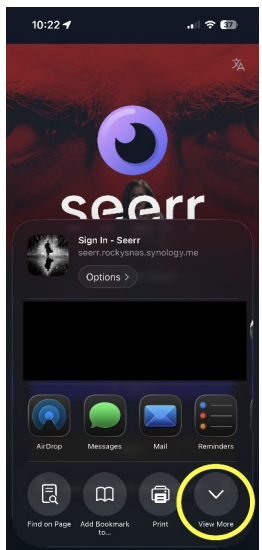
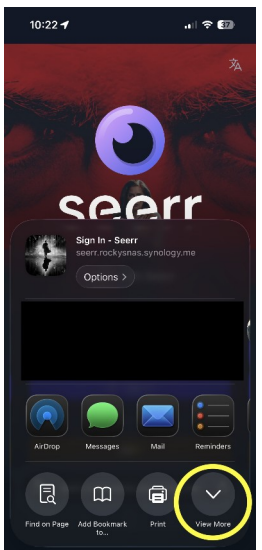
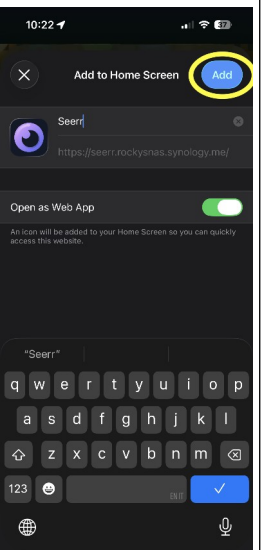
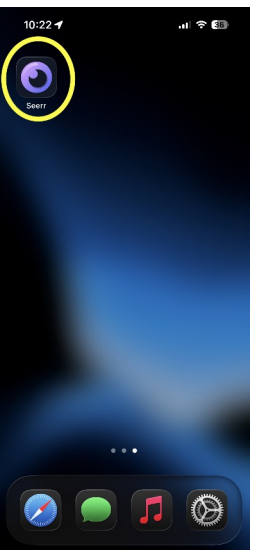
- Open Safari on your iPhone or iPad.
- Type or tap the Seerr link: <https://seerr.rockysnas.synology.me/>.
- Wait for the page to load and sign in if required.
- Tap the Share button. It looks like a square with an arrow pointing upward.
- Scroll down through the share options.
- Tap Add to Home Screen.
- Check the name. You can call it Seerr or Rocky Seerr.
- Tap Add in the top-right corner.
- Repeat the same steps for the Plex Dashboard link: <https://plex-dashboard.rockysnas.synology.me/>.

After adding it

The icon will appear on your Home Screen like a normal app. Open it from there instead of typing the website every time.

Best setup for non-technical users

Add both Seerr and Plex Dashboard as app icons. Then users do not need to remember links, type web addresses or understand that they are hosted web apps.

				
<p>Tap the Share button to open Home Screen options.</p>	<p>Press this button to View More options</p>	<p>Choose Add to Home Screen for Seerr and the Dashboard.</p>	<p>Tap Add (Leave "Open as Web App" On)</p>	<p>Seerr and Dashboard now live beside normal apps.</p>

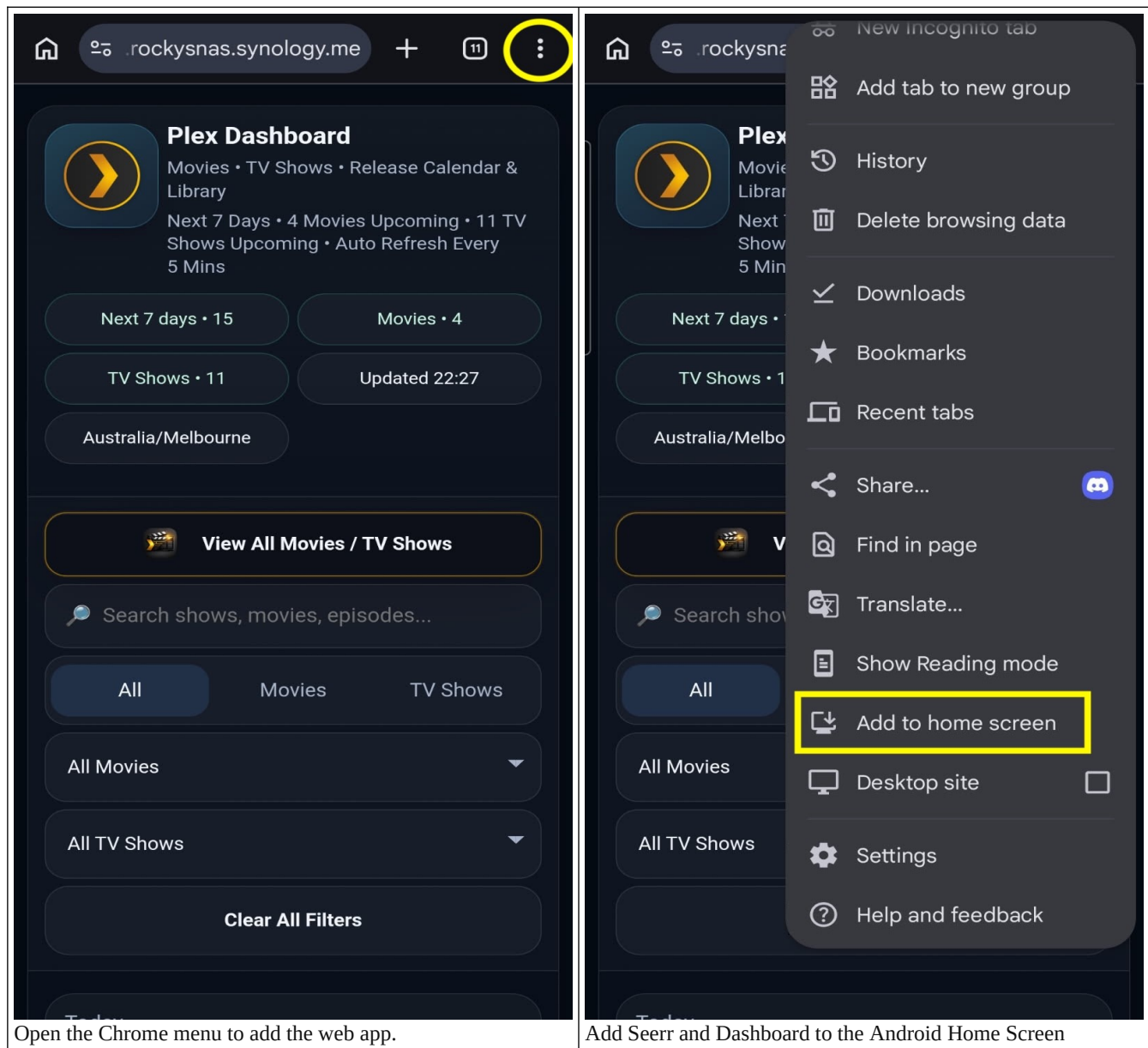
Android - Add to Home Screen

Android wording can vary slightly depending on the phone and browser. Chrome is usually the easiest option.

- Open Chrome on your Android phone or tablet.
- Open Seerr: <https://seerr.rockysnas.synology.me/>.
- Tap the three-dot menu in the top-right corner.
- Tap Add to Home screen or Install app. The exact wording may vary.
- Confirm the name, such as Seerr or Rocky Seerr.
- Tap Add or Install.
- Repeat the same steps for the Plex Dashboard: <https://plex-dashboard.rockysnas.synology.me/>.

Android naming note

Some Android devices say Add to Home screen. Others say Install app. Both options are correct if they create a shortcut/app icon for the web app.



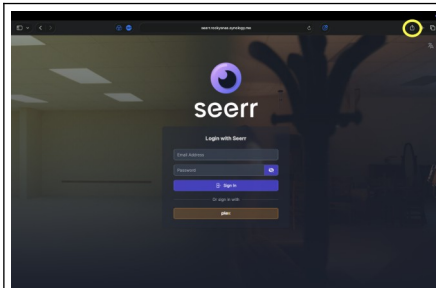
Open the Chrome menu to add the web app.

Add Seerr and Dashboard to the Android Home Screen

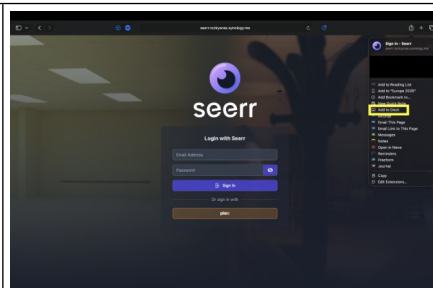
Mac - Add to Dock using Safari

On modern macOS versions, Safari can add websites directly to the Dock. This makes Seerr and the Dashboard feel like standalone Mac apps.

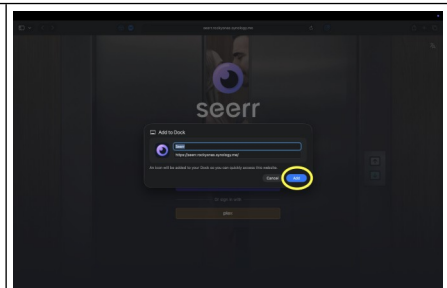
- Open Safari on your Mac.
- Open Seerr: <https://seerr.rockysnas.synology.me/>.
- At the top of the screen, click File.
- Click Add to Dock.
- Confirm the name, such as Seerr.
- Click Add.
- Repeat the same steps for the Plex Dashboard: <https://plex-dashboard.rockysnas.synology.me/>.



Tap the Share button to open Home Screen options.



Choose Add to Dock for Seerr and Dashboard.



Tap Add (Leave "Open as Web App" On)

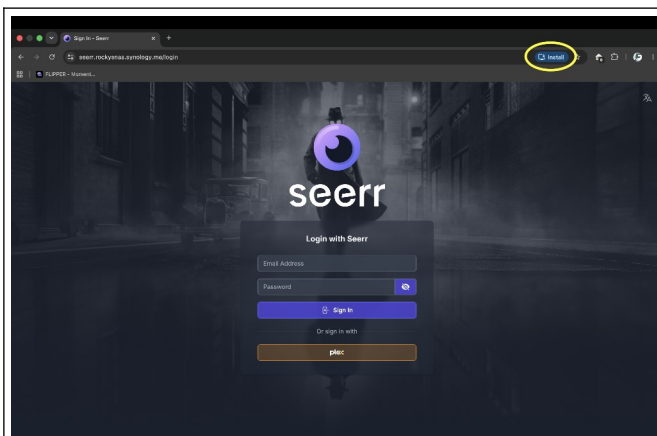
Mac - Install as app using Chrome

If you prefer Chrome, you can usually install the web app from the Chrome menu.

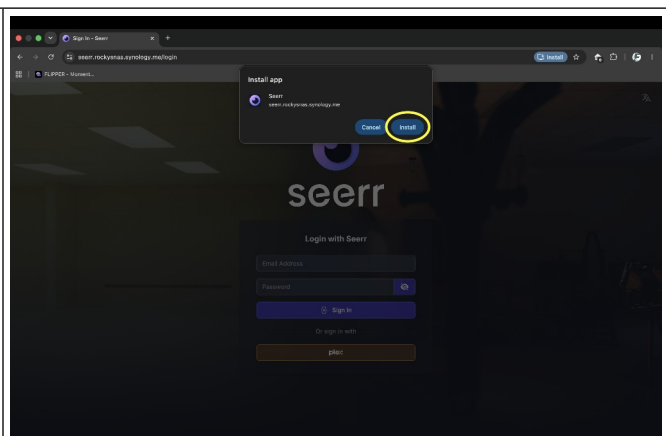
- Open Chrome on your Mac.
- Open Seerr: <https://seerr.rockysnas.synology.me/>.
- Click the three-dot menu in the top-right corner.
- Look for Cast, save and share or Save and share.
- Choose Install page as app or Create shortcut. The wording may vary by Chrome version.
- Confirm the name and create the app.
- Repeat for the Plex Dashboard link.

Chrome wording note

Chrome changes menu wording over time. If you cannot see Install page as app, look for Create shortcut or an install icon in the address bar.



Chrome can install Seerr and Dashboard as app-like shortcuts. Tap the Install Button

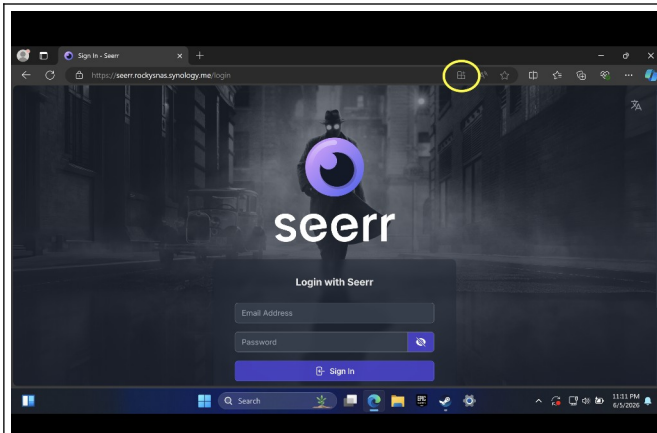


Then Tap the Install Button

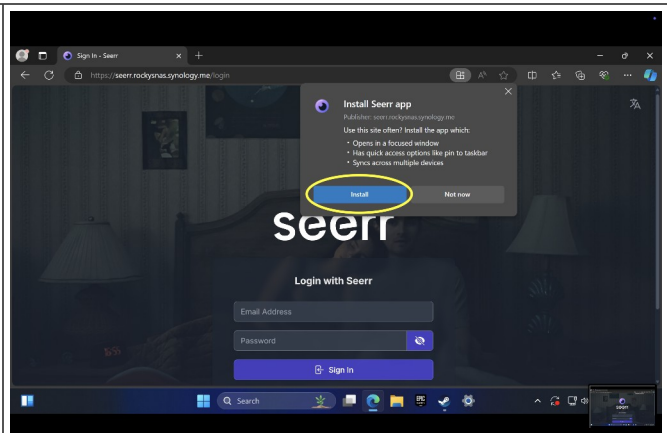
Windows - Install or pin as app

On Windows, Chrome and Microsoft Edge can install web apps or pin them for quick access.

- Open Chrome or Microsoft Edge on your Windows PC.
- Open Seerr: <https://seerr.rockynas.synology.me/>.
- Look for an install icon in the address bar, or open the three-dot menu.
- Choose Install app, Apps > Install this site as an app, or Create shortcut. The wording depends on the browser.
- Confirm the name.
- After it opens as an app, right-click the icon in the taskbar and choose Pin to taskbar if you want it to stay there.
- Repeat for the Plex Dashboard link.



Windows can install Seerr and Dashboard as app-like shortcuts. Tap the App Install Button



Install Seerr and Dashboard as Windows app shortcuts.

Optional: Keep Rocky's Plex apps together

(Screenshot examples are on the next page)

For convenience, Rocky recommends keeping all Plex-related apps and shortcuts together in one folder on your phone, tablet, computer, or TV where possible.

This makes the setup easier to use because everything lives in one place.

Suggested folder names

If the folder contains only Rocky's Plex-related apps and shortcuts, you can name it:

Entertainment

OR

Rocky's Plex

If you want to keep all video and streaming apps together, such as Plex, Seerr, Plex Dashboard, Infuse, YouTube, Netflix, Disney+, Stan or Prime Video, you can name the folder:

Entertainment

OR

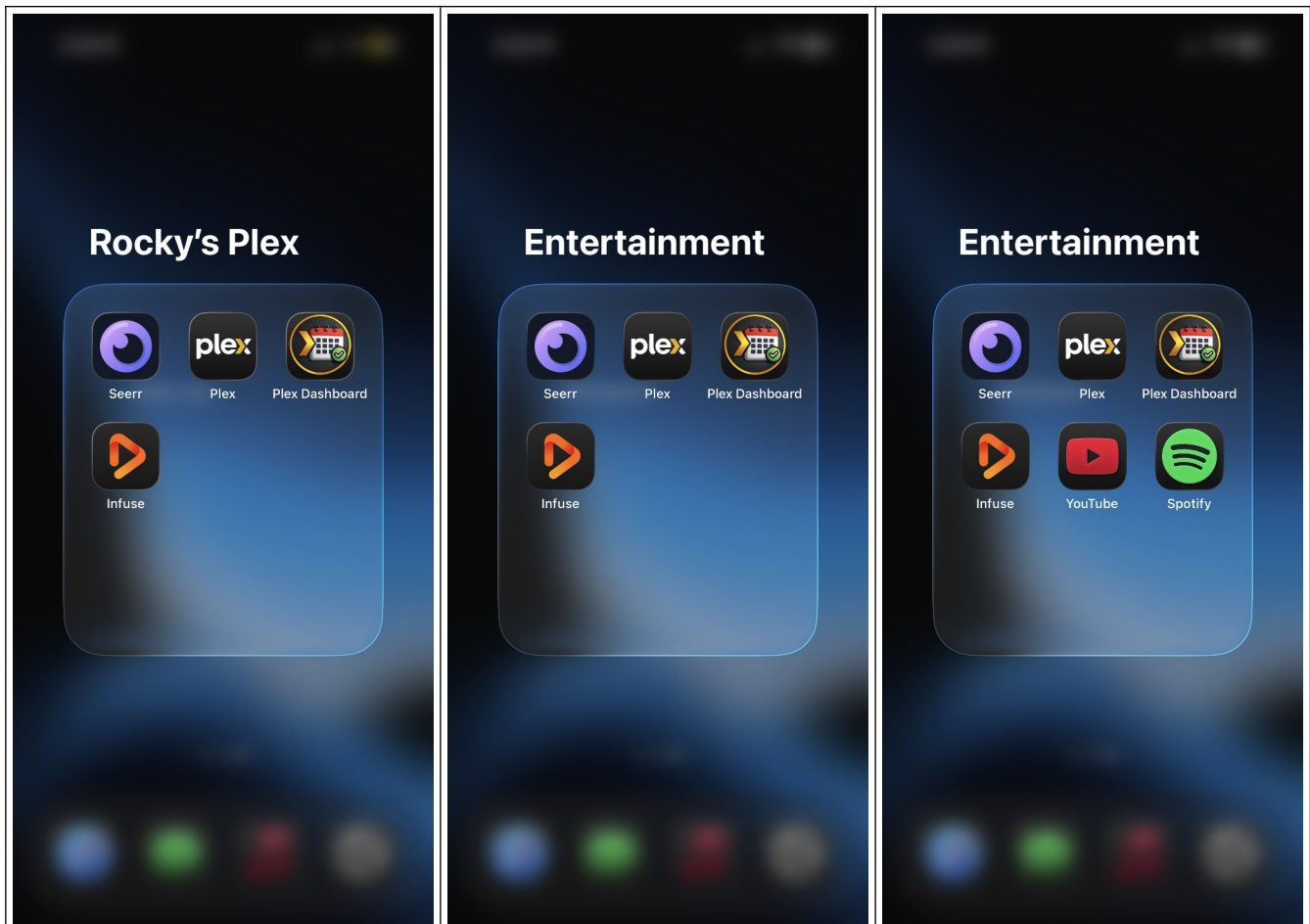
Streaming

If your phone automatically names the folder Entertainment, you can leave it as that. The name does not matter as much as keeping the apps easy to find.

Suggested order

- Seerr
- Plex
- Plex Dashboard
- Infuse (Apple devices) / Plezy (Android devices)

You do not need to do this, but it makes the whole setup easier to find, especially if you are helping family members or less technical users.



Example: For the cleanest setup, rename the folder to Rocky's Plex and keep Seerr, Plex, Plex Dashboard, and Infuse together. Android users should use Plezy instead of Infuse.

Example: You can also leave the folder named Entertainment if it only contains Rocky's Plex-related apps.

Example: If you prefer, you can keep Rocky's Plex apps with other entertainment apps like YouTube or Spotify.

Chapter 2 - Plex: Watching Movies & TV Shows

What is Plex?

Plex is the main application used to watch content on Rocky's Plex Media Server. It provides the streaming interface, watch history, Continue Watching, subtitles, artwork and device support.

For most users, Plex will be the app used every day.

Why we use Plex

- Simple and familiar interface
- Available on almost every major platform
- Syncs watch progress across devices
- Remembers where you stopped watching
- Supports subtitles
- Works at home and remotely
- Feels familiar if you have used Netflix, Disney+, Stan or similar apps

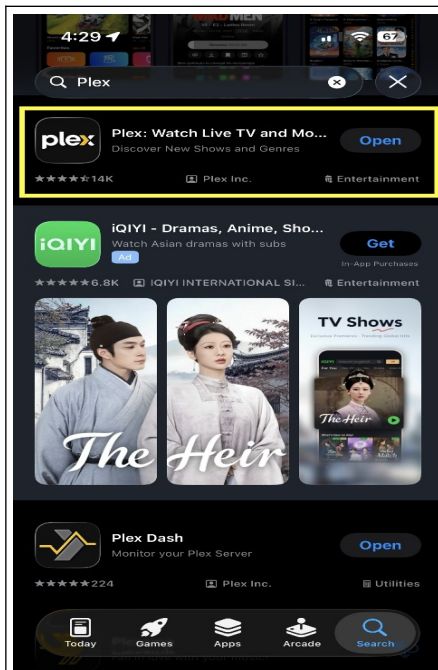
Where can I use Plex?

Plex is available on basically every single platform.

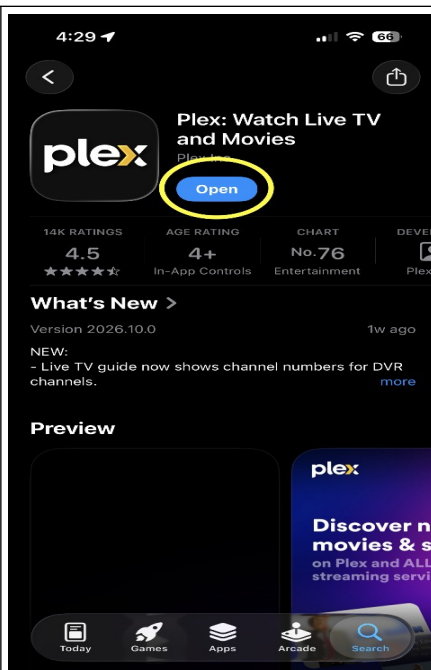
Category	Examples
Mobile devices	iPhone, iPad, Android phones, Android tablets
Computers	Mac, Windows, Linux, web browsers
TVs and streaming devices	Apple TV, Samsung Smart TV, LG Smart TV, Google TV, Android TV, Fire TV, Roku
Game consoles	PlayStation and Xbox where supported

Installing Plex on iPhone and iPad

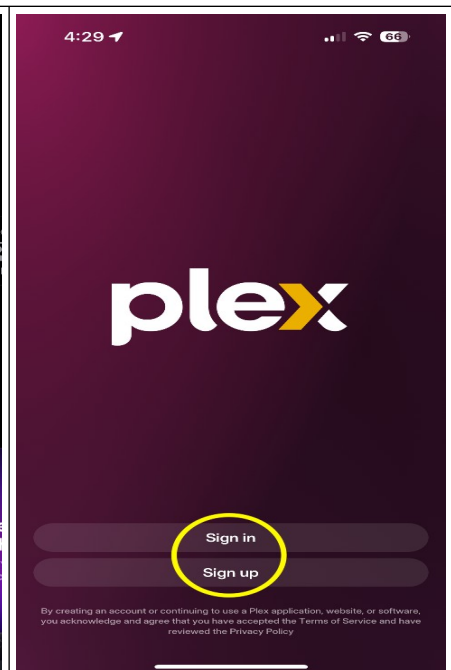
- Open the Apple App Store.
- Search for Plex.
- Make sure the app is named Plex and published by Plex, Inc.
- Tap Get or the cloud download icon.
- Open Plex after installation.
- Sign in / Sign Up using the same email address that received Rocky's Plex invitation.
- Accept the invitation to Rocky's Plex Media Server if prompted.



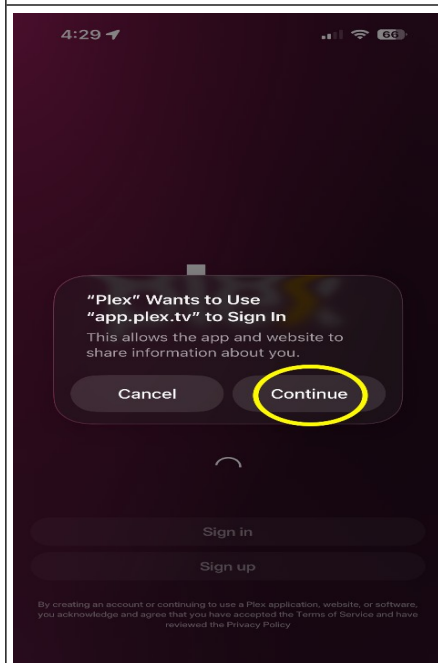
Search for Plex



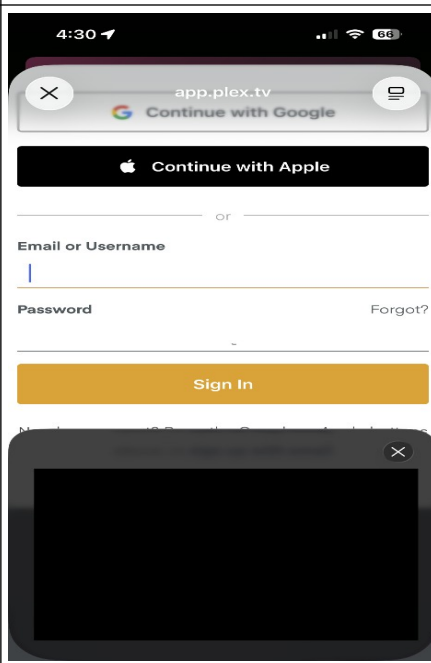
Install Plex



Sign In OR Sign Up



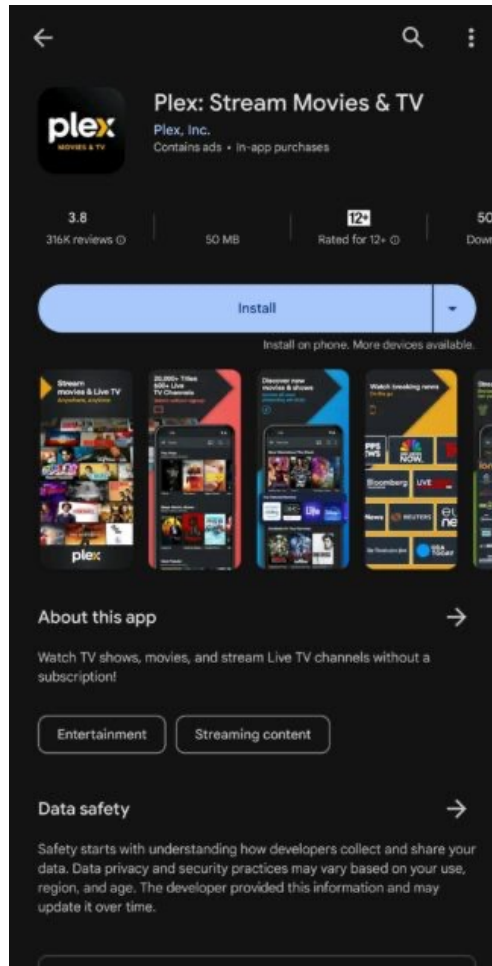
Continue



Sign In

Installing Plex on Android

- Open the Google Play Store.
- Search for Plex.
- Install the Plex app.
- Open Plex.
- Sign in / Sign Up using the same email address that received Rocky's Plex invitation.
- Accept the server invitation if prompted.

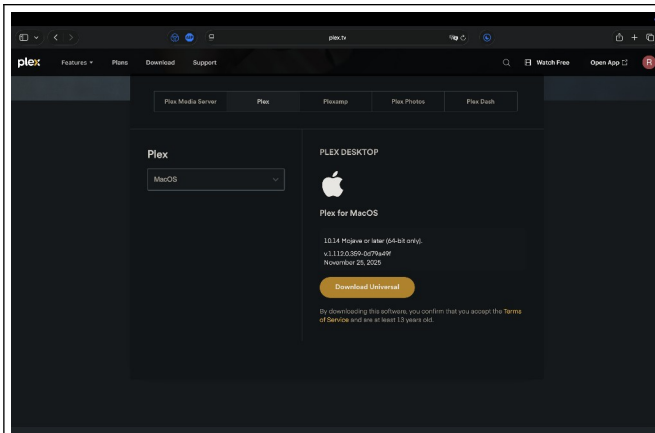


Installing Plex on Mac or Windows

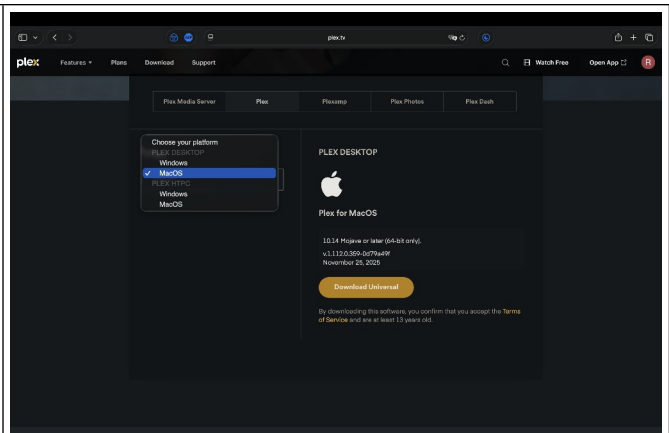
On a laptop or desktop computer, download Plex from the official Plex website.

Official Plex downloads page: <https://www.plex.tv/media-server-downloads/#plex-app>

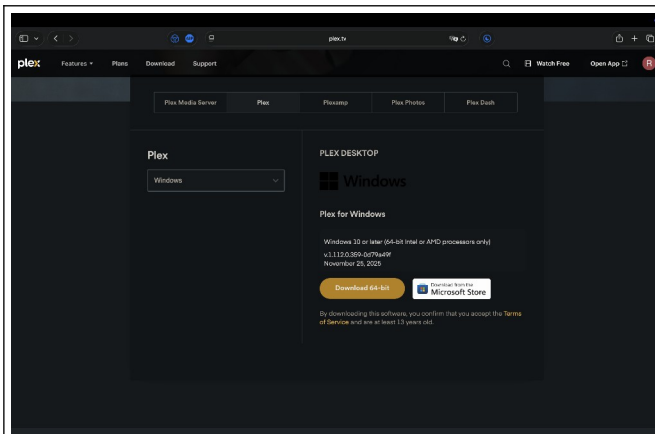
- Open the Plex downloads page.
- Choose the Plex app for Mac or Windows.
- Download and install the app.
- Open Plex.
- Sign in using the same Plex account invited by Rocky.



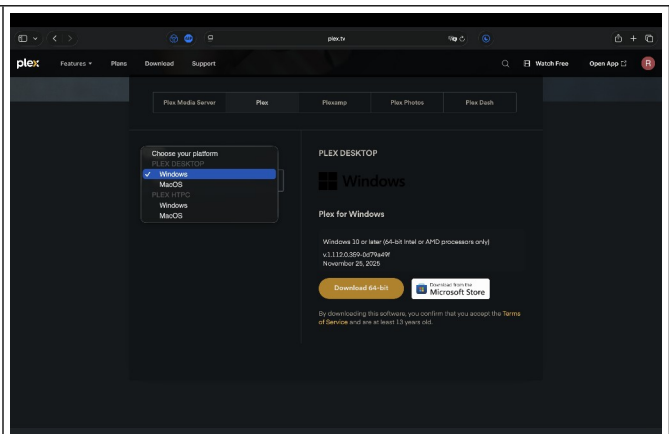
Ensure you are on the Plex App Downloads Page



If you are using a Mac, select MacOS



Ensure you are on the Plex App Downloads Page



If you are using Windows, select Windows.

Installing Plex on Apple TV and Smart TVs

- Open your TV's app store.
- Search for Plex.
- Install the Plex app.
- Open Plex.
- Sign in using your Plex account.

Examples include Apple TV App Store, Samsung Smart Hub, LG Content Store, Google Play Store for Google TV or Android TV, and Fire TV Store.

Signing into Plex on a TV using a code

Many TVs and streaming devices do not ask you to type your full email and password directly on the TV. Instead, Plex may show a short sign-in code and ask you to visit a Plex link page on your phone or computer.

- Open Plex on your TV, Apple TV or streaming device.
- Choose Sign In.
- A short code may appear on the TV screen.
- On your phone, tablet or computer, open the Plex sign-in/link page shown on the TV.
- Sign in using the same Plex account that Rocky invited.
- Enter the code shown on the TV.
- Wait a few seconds. The TV should sign in automatically.
- Confirm that Rocky's Movies and TV Shows libraries appear.

Important TV sign-in note

Use the same Plex account that received Rocky's invitation. If you sign in with a different email address, the TV may sign in successfully but Rocky's server will not appear.

Accepting Rocky's server invitation

Rocky's Plex invitation is normally sent to your email address. You need to accept that email invitation before Rocky's Plex Media Server appears correctly in Plex.

The invitation must be accepted using the same email address and Plex account that Rocky invited.

If you sign into Plex with a different email address, the server may not appear.

- Open the email inbox for the address Rocky invited.
- Find the Plex invitation email.
- Open the email and accept the invitation.
- Sign into Plex using the same invited email address.
- Open Plex and confirm the Movies and TV Shows libraries are visible.
- If the server does not appear, check that you accepted the invite from the correct email address and Plex account.

Important invite note

If Rocky invited your email address, use that exact same email address when signing into Plex. Creating or signing into a different Plex account is one of the most common reasons users cannot see the server.

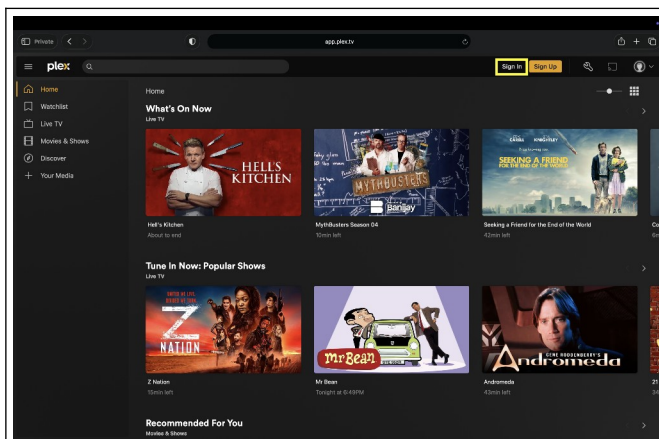
Disabling Plex online media sources

Before pinning your libraries, Rocky recommends disabling Plex's online media sources.

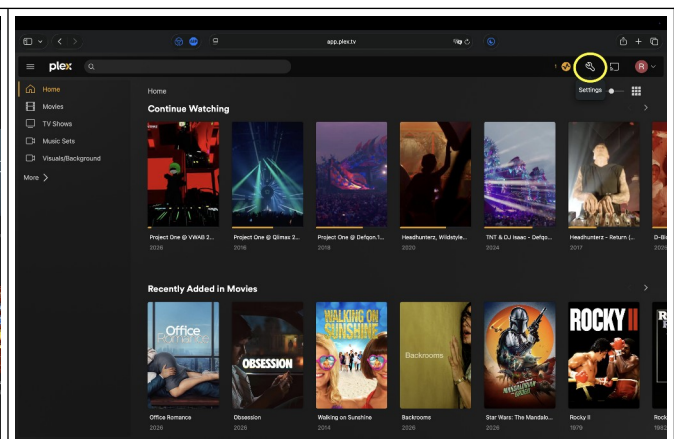
This helps keep Plex focused on Rocky's Media Server and stops Plex from showing unrelated online content, free streaming content, Discover results, or media sources that are not part of Rocky's library.

This step is important because it makes Plex feel cleaner and more like a dedicated private media server.

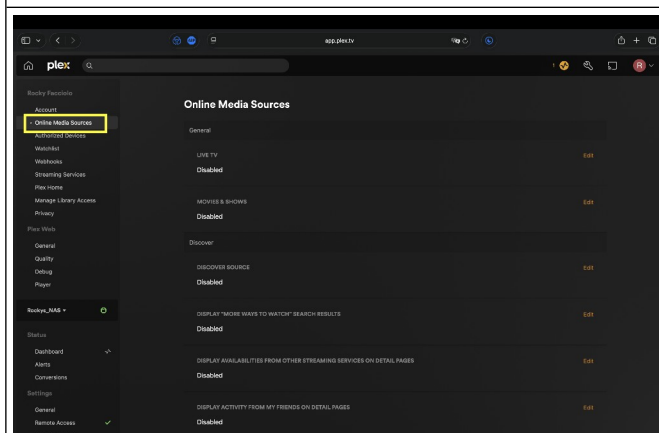
- Open Plex Web. This can be done on mobile or desktop:
<https://app.plex.tv/desktop/#/>
- Sign in using the same Plex account Rocky invited.
- Click the Settings icon in the top-right corner.
- In the left sidebar, go to Online Media Sources.
- Set every option on this page to Disabled.
- Scroll down and make sure all online media / Discover-style options are disabled.
- Once everything is disabled, return to the Plex home screen.



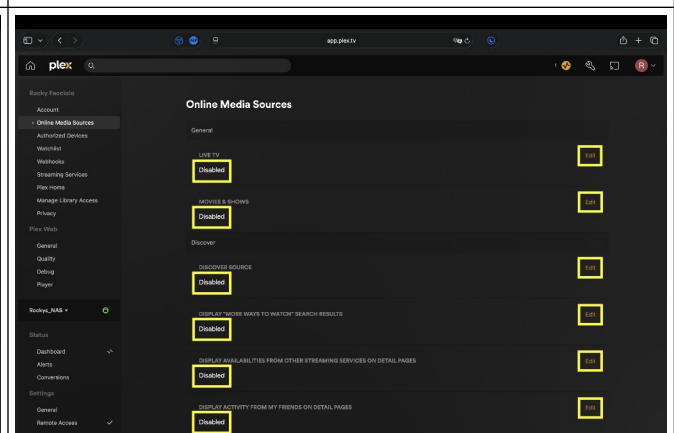
Sign In to Plex Web



Click the Settings Icon



Click on "Online Media Sources"



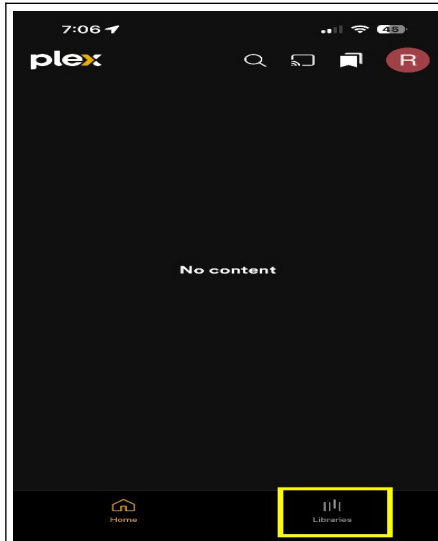
Click Edit and set every option on this page to Disabled.

After this is done, Plex will show only content from Rocky's Media Server

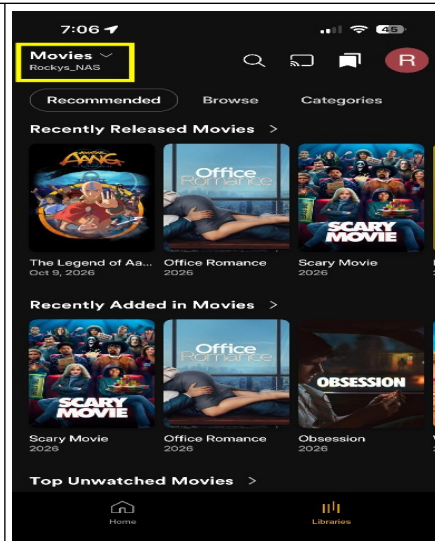
Pinning your libraries

When you first join a Plex server, Plex may not automatically show all libraries in the sidebar. Pinning libraries keeps them easy to access.

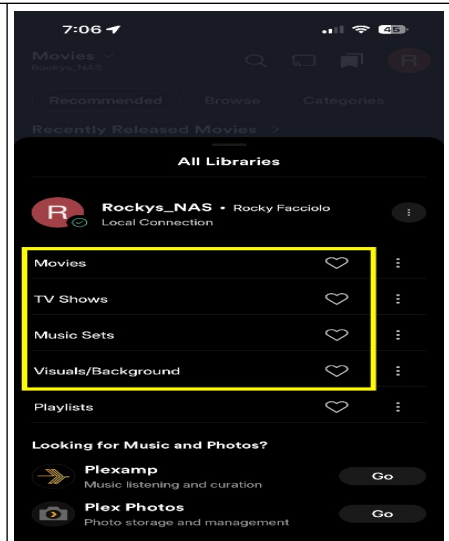
- Open Plex.
- Open the sidebar.
- Find the Movies and TV Shows libraries under Rocky's Plex Media Server.
- Select the three dots next to each library.
- Choose Pin.



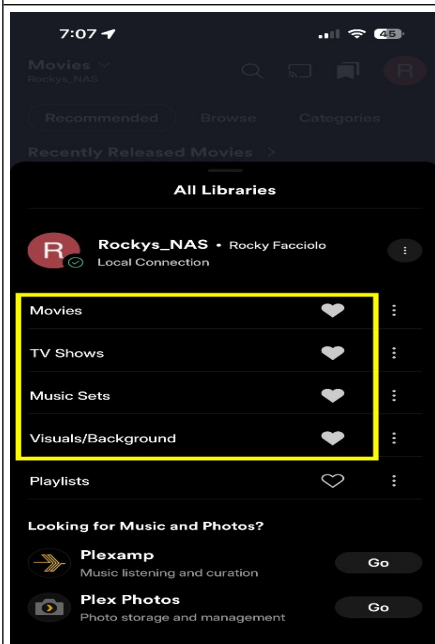
If using the Mobile App, Tap Libraries



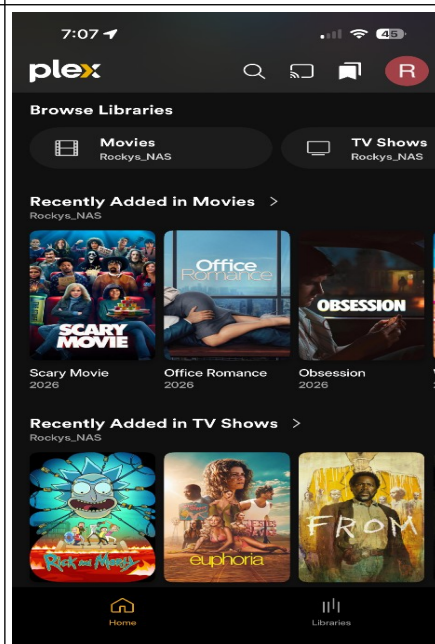
Then tap “Movies” in the top-left corner.



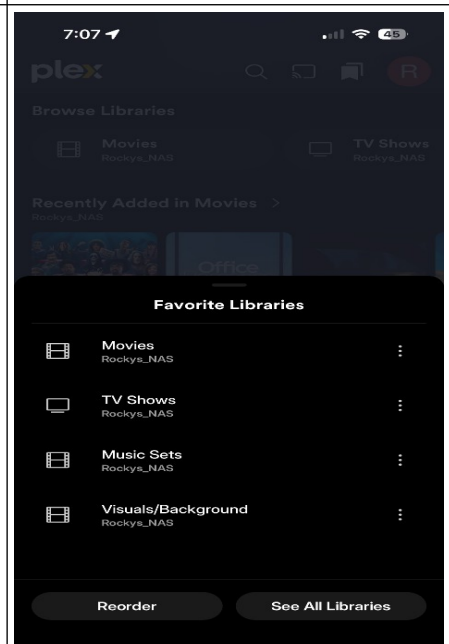
Then tap the hearts to pin the libraries to your account (This will allow the content to appear on your account)



Once the hearts are filled in, you can close that menu and then close the Plex app. (Content will appear after you restart the app usually)



After restarting the app, the content should now appear on your account.



Most people will only see “Movies” and “TV Shows” listed here. That is correct.

Switching between servers

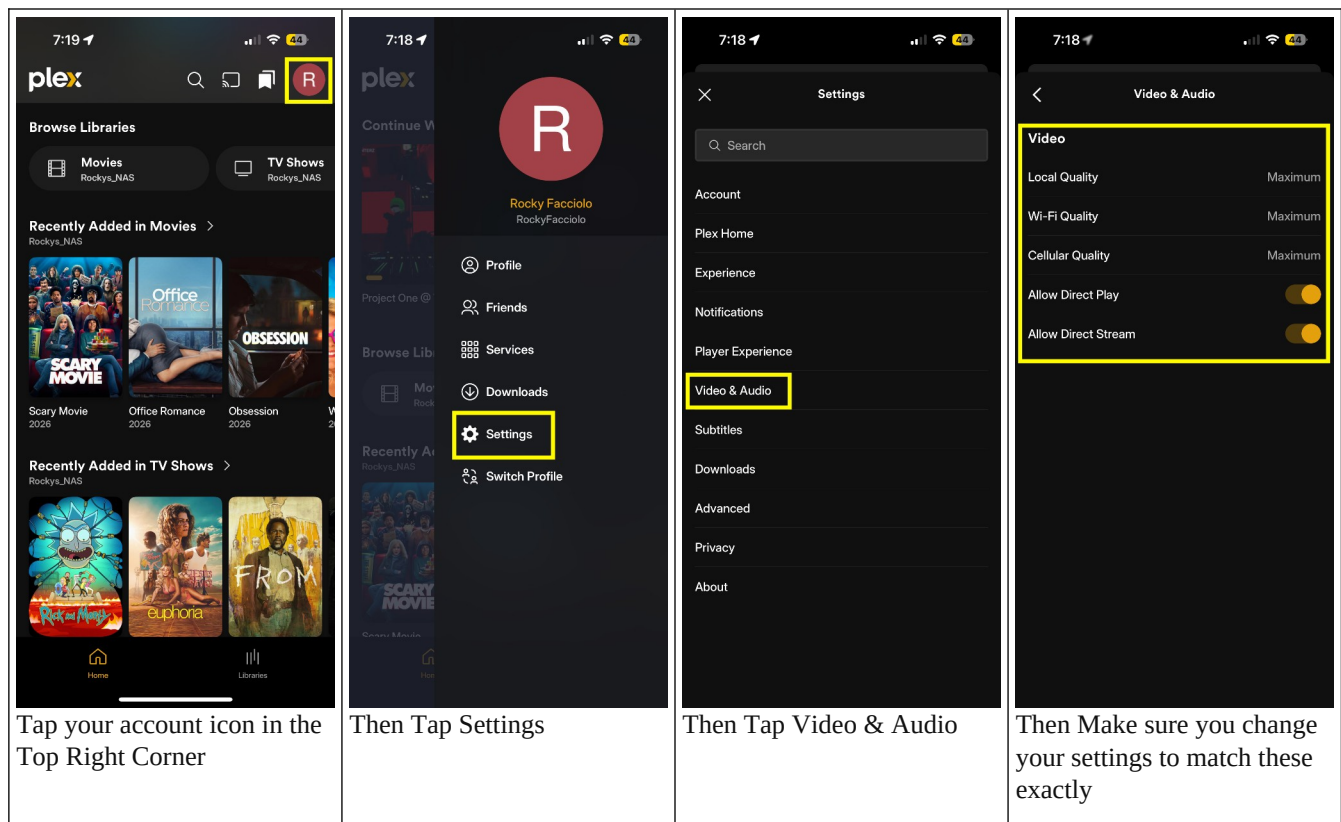
Some users may belong to more than one Plex server. If you cannot see the expected movies and shows, make sure you are browsing Rocky's Plex Media Server rather than another server or local account view.

Essential Plex quality settings

Important Plex setting

Set Local Quality to Original. Set Remote Quality to Maximum or Original. This prevents blurry playback and avoids unnecessary quality reduction.

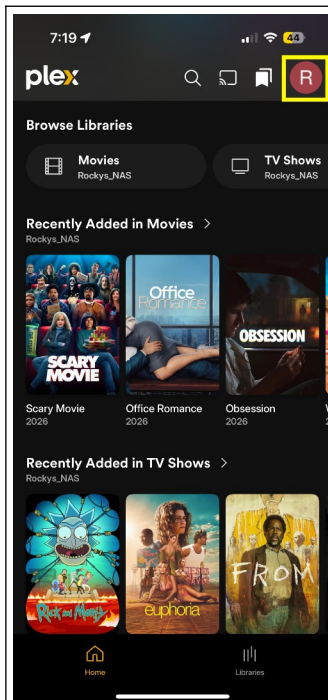
- Open Plex settings.
- Open Video Quality.
- Set Local Quality to Original.
- Set Remote Quality to Maximum / Original.
- Save the setting if required.



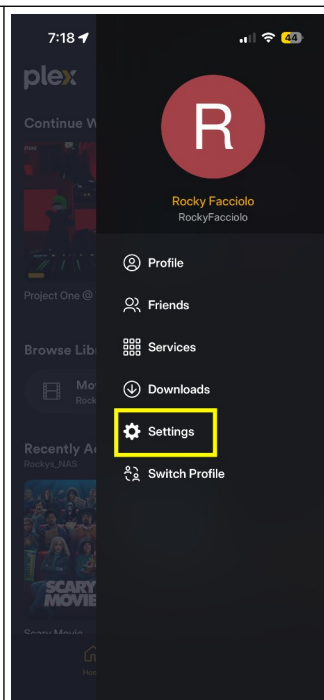
Continue Watching

Plex automatically remembers where you stopped watching. You can start on your TV, continue on your phone, and resume later on your iPad or laptop. But you must turn that setting on.

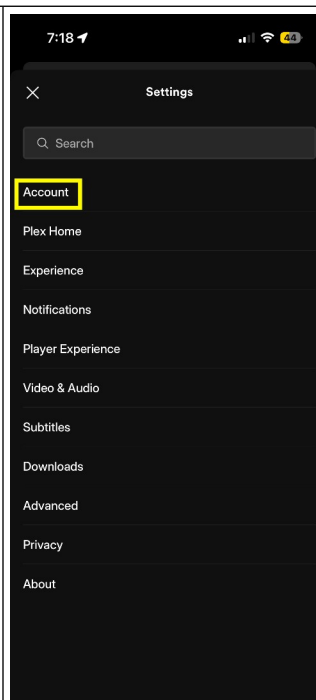
- Open Plex settings.
- Open Account
- Set Sync Watch State and Ratings to On
- Save the setting if required.



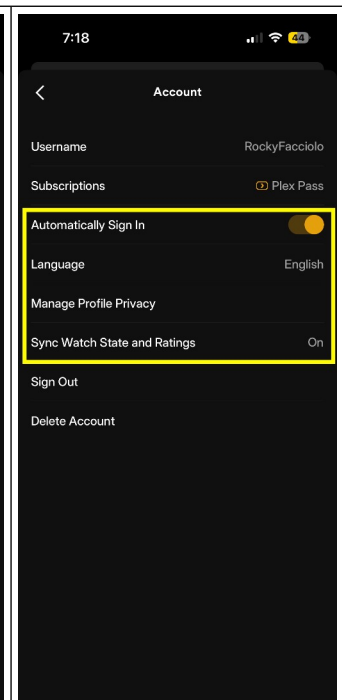
Tap your account icon in the Top Right Corner



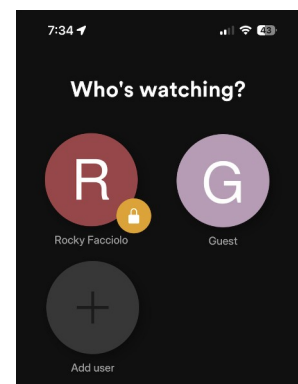
Then Tap Settings



Then Tap Account



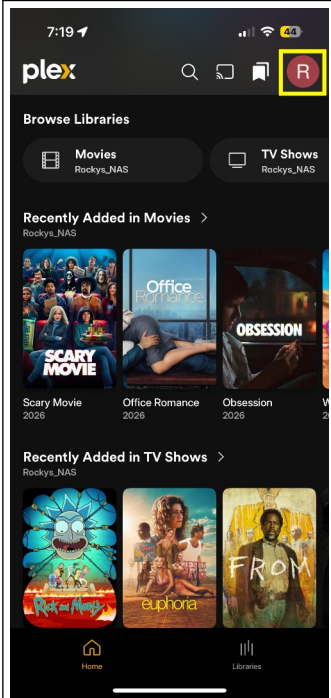
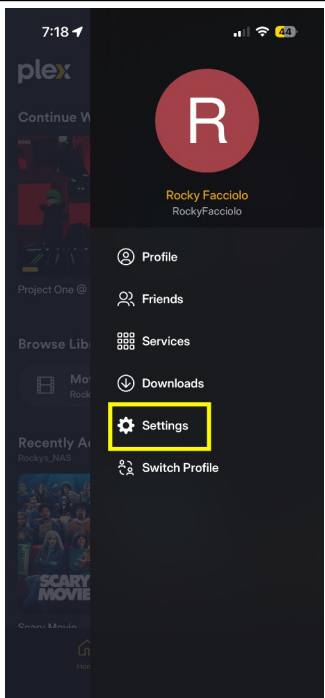
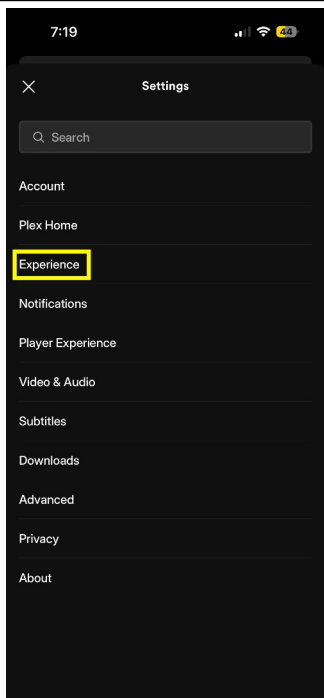
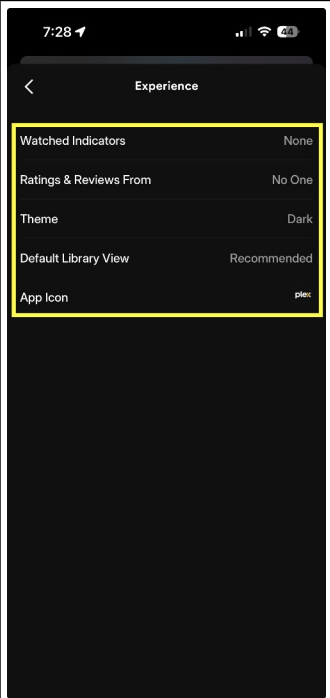
Then make sure your settings match these exactly. (Only leave Automatically Sign In Turned On if you are the only user of the account. If you have other users turn this setting off to be greeted with a Netflix style “Who’s Watching”, each time you open the app)



Experience

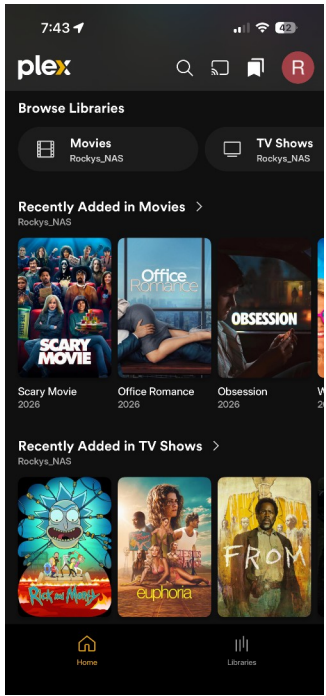
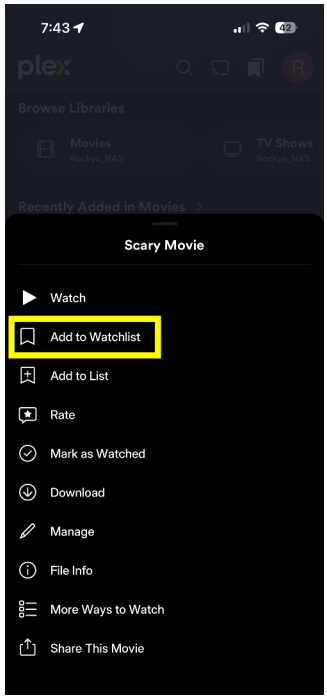
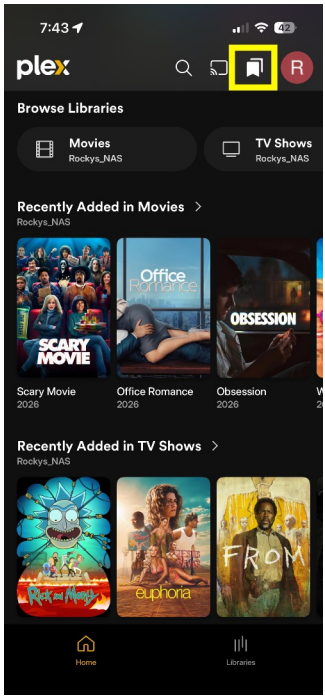
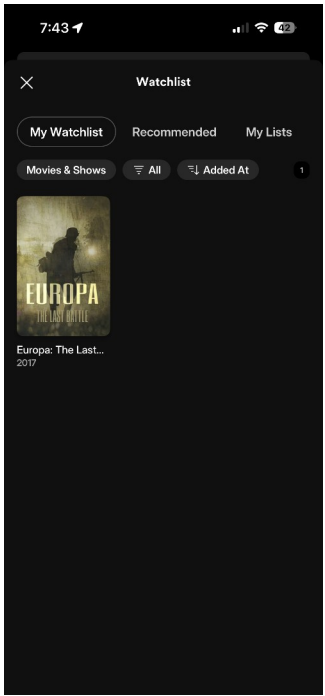
Rocky recommends adjusting a few basic Plex app settings so the app feels cleaner and focuses more on Rocky's Media Server.

- Open Plex settings.
- Open Experience.
- Set Watched Indicators to None
- Set Ratings & Reviews From to No One
- Save the setting if required.

			
<p>Tap your account icon in the Top Right Corner</p>	<p>Then Tap Settings</p>	<p>Then Tap Experience</p>	<p>Then Make sure you change your settings to match these exactly.</p>

Watchlists

Watchlists let you save movies and shows for later. They are useful for keeping track of things you want to watch soon.

			
<p>Long Press on any Movie or TV Show</p>	<p>A menu will appear, then tap Add to Watchlist</p>	<p>Access the Watchlist by tapping the bookmark icon at the top</p>	<p>Watchlist will appear</p>

Plex Home: Household Profiles & Profile Switching

Plex Home is Plex's household profile system. It is useful when multiple people in the same household want a Netflix-style "Who's Watching?" experience with separate profiles.

A Plex Home can help with fast profile switching, separate Continue Watching rows, separate watch history, separate recommendations, and easier use on shared TVs.

When should you use Plex Home?

- Use Plex Home when multiple people in the same household regularly watch Plex.
- Use it on shared devices, such as a lounge room TV, Apple TV, smart TV, or family tablet.
- Use it when each person wants their own profile, watch history, Continue Watching, and recommendations.
- Use it when you want Plex to ask who is watching before playback.

Two ways users can appear in Plex Home

1. Real Plex account

This is the best setup for regular viewers. Each person creates their own free Plex account, Rocky grants that account access directly, and then that account can be added into the household Plex Home if they live in the same household.

This gives each person their own login, watch history, Continue Watching, recommendations, and stream allowance.

2. Managed Account / Guest profile

A Managed Account, sometimes shown as Add Guest, is a local profile created under the Home Admin's Plex account.

This is useful for children, occasional guests, or simple household profile switching on shared devices.

A Managed Account is not a separate Plex account. It does not have its own external library access, and it does not inherit Rocky's shared library access from another person's Plex account.

Managed Accounts are not the correct setup for regular viewers who need their own access to Rocky's Plex Media Server.

Rocky's recommended setup

- For one person: use your own Plex account only.
- For a household with multiple regular viewers: each person should create their own Plex account.
- Rocky should invite each real Plex account separately to Rocky's Plex Media Server.
- Those real Plex accounts can then be added into the same Plex Home if they live in the same household.
- For children, occasional guests, or simple local profile switching, use Add Guest / Managed Account. This is for profile switching only and does not give that person their own access to Rocky's Plex Media Server.
- On shared TVs, leave Automatically Sign In turned off so Plex asks which profile is watching.
- On personal phones, iPads, or personal devices, Automatically Sign In can be turned on so Plex opens straight into your own profile.

Important stream limit note

Managed Accounts and guest profiles use the Home Admin's Plex account. This means they share that account's 2-stream limit. Separate real Plex accounts are better for regular household viewers because each account gets its own 2-stream allowance once Rocky grants access directly.

Important library access note

Plex Home does not automatically pass Rocky's shared library access to every managed user inside someone else's Home. External library sharing is direct, account-specific, and non-transitive.

For example, if Rocky shares his full Plex library directly with John Smith, that share belongs to John Smith's Plex account only. Managed users inside John's own Plex Home do not automatically inherit Rocky's library access. Simple rule: if someone needs their own access to Rocky's Plex Media Server, Rocky must invite that person's own real Plex account directly.

Remote playback note

Rocky's Plex Media Server has remote playback enabled because Rocky has Plex Pass.

This means approved users can access and play Rocky's shared Plex libraries remotely, as long as their own Plex account has been granted library access.

This is separate from the managed-user inheritance issue. Managed users still do not inherit external library access from another server owner. If someone needs access to Rocky's Plex Media Server, Rocky must invite that person's own real Plex account directly.

How the access model works

- Rocky shares his library with John's real Plex account: allowed.
- John watches Rocky's shared library from John's own Plex account: allowed.
- John's managed users inside John's Plex Home automatically access Rocky's library: not allowed by inheritance.
- John re-shares Rocky's library access to those managed users: not allowed.
- Rocky must directly invite each person's own real Plex account through Manage Library Access if they need their own access.

Basic Plex Home setup flow

- If the person has their own Plex account, add them as a Plex friend first.
- If that person needs access to Rocky's Plex Media Server, Rocky must grant that person's own Plex account access directly.
- Once Rocky has granted access, you can add that real Plex account into your Plex Home if they live in the same household.
- Do not use Add Guest / Managed Account as a workaround for library access. Managed Accounts do not inherit Rocky's shared library access from another person's Plex account.
- Managed Accounts are only local Plex Home profiles. They are useful for basic household profile switching, children, or occasional guest profiles, but they are not independent Plex accounts.
- Use the profile selection screen on shared devices so each person chooses their own profile before watching.

Step-by-step guide: adding someone to Plex Home

(Screenshots for this step-by-step process are on the next page)

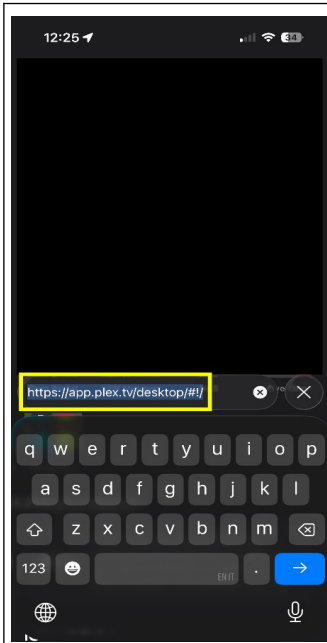
1. Open Safari or your web browser and go to Plex Web: <https://app.plex.tv/desktop/#!/>
2. Sign in using your own Plex account.
3. Open Settings from the top-right corner of Plex Web.
4. In the left sidebar, open Plex Home.
5. If the person has their own Plex account, select Invite Plex User.
6. Read the security warning and only continue if the person lives in your household and shares devices.
7. Choose the Plex friend or account you want to invite. If they do not appear as a friend, search using the email address they used for their Plex account.
8. Continue through the invite process. The invited user may need to confirm their Plex Home membership.
9. If the person needs access to Rocky's Plex Media Server, they must have their own real Plex account and Rocky must grant that account access directly.
10. Do not create a Managed Account as a workaround for library access. Managed Accounts do not receive Rocky's shared library access from another person's Plex account.
11. Managed Accounts are only local Plex Home profiles. They are useful for basic household profile switching, children, or occasional guest profiles, but they are not independent Plex accounts and they do not inherit external library shares.
12. On shared devices, such as a family TV, lounge room Apple TV, shared iPad, or family tablet, leave Automatically Sign In turned off so Plex shows the profile selection screen when the app opens.
13. On personal devices where you are the only user, such as your own phone, iPad, or personal laptop, keep Automatically Sign In turned on so Plex opens straight into your own profile.

Plex Home security reminder

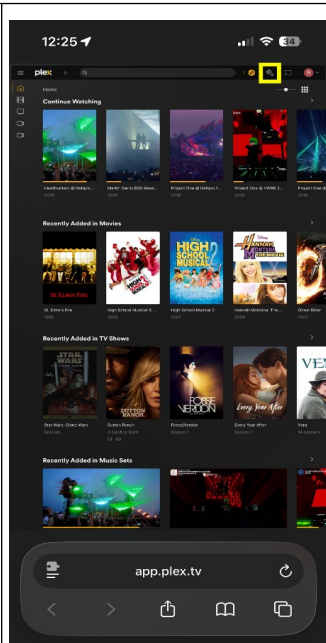
Only add people to your Plex Home if they live in your household and use shared devices. Plex itself warns that inviting users into your Home can be a security risk because it may allow those users to access account-level functionality or shared devices. For friends or family who live elsewhere, Rocky should share the library directly with their own Plex account instead of adding them to someone else's Plex Home.

Adding someone to Plex Home

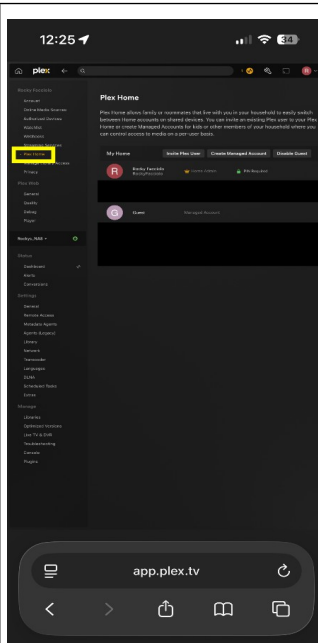
Use the screenshots below as a visual guide for opening Plex Web, finding Plex Home, and inviting a real Plex account into the Home.



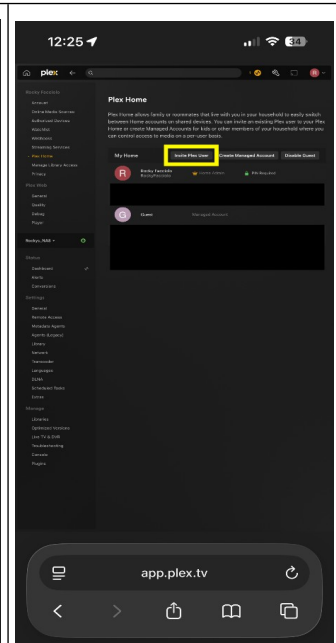
Open Plex Web and make sure you are signed into your own Plex account when prompted.



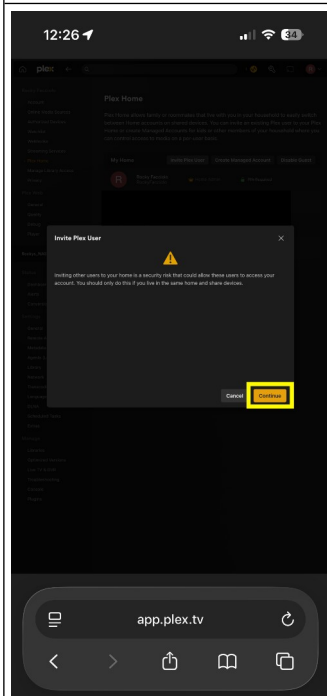
Tap the settings icon in the top-right corner.



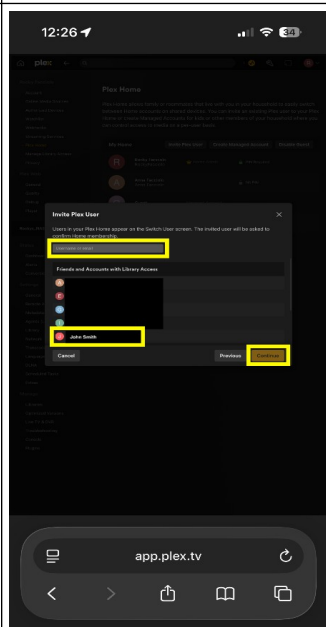
Open the Plex Home section from the settings sidebar.



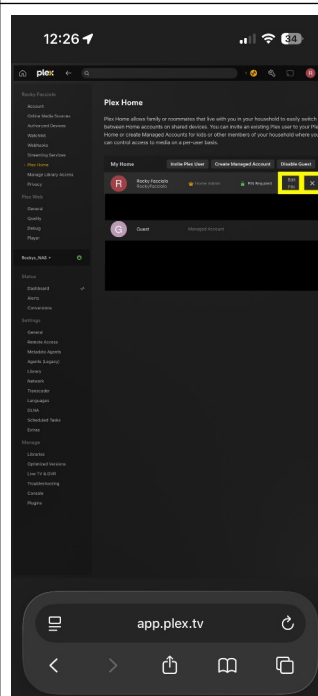
Tap Invite Plex User to add a real Plex account to your Plex Home.



Read the Plex Home security warning, then tap Continue if the person lives in your household and shares devices with you.



Choose the Plex friend or account you want to invite to your Plex Home. If they do not appear as a friend, search using the email address they used for their Plex account, then continue with the invitation.



Optional: Use Edit PIN to add or change a Plex Home PIN, or press the X button to remove a user from your Plex Home.

Plex downloads and Plex Pass

Plex supports offline downloads on some devices, but Plex downloads are a paid Plex Pass feature. (Plex Pass holders can use the native Plex app to download content.) Because most users do not have Plex Pass, Rocky recommends Infuse (Apple devices) or Plezy (Android devices) for offline downloads instead.

Use the right download app for your device

For normal streaming, use Plex. For flights, travel and offline viewing, use Infuse (Apple devices) or Plezy (Android devices). Plex Pass holders can use the native Plex app downloads feature. Infuse (Apple devices) and Plezy (Android devices) connect directly to Rocky's Plex Media Server and provide offline download options without each user needing their own Plex Pass.

Chapter 3 - Seerr: Requesting Movies & TV Shows

What is Seerr?

Seerr is the request application for Rocky's Plex Media Server. If you cannot find a movie or TV show in Plex, Seerr is the first place to go.

Think of Seerr as the request desk for the server. Instead of messaging Rocky directly, submit a request through Seerr and the platform handles the rest.

Why we use Seerr

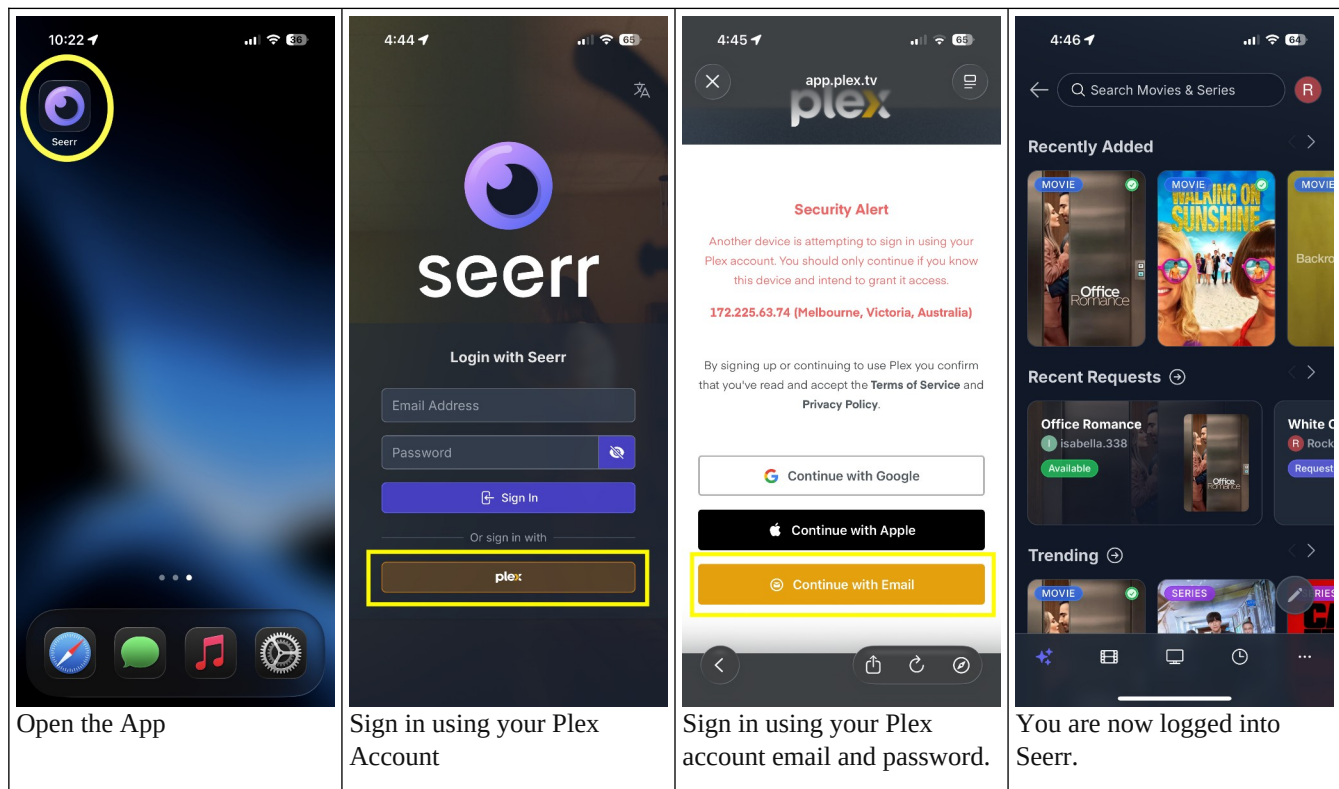
- Search for movies and TV shows
- Submit requests instantly
- Track basic request status
- Discover upcoming releases
- Request future content before it becomes available
- Keep requests organised

Accessing Seerr

Seerr is hosted directly on Rocky's NAS: <https://seerr.rockynas.synology.me/>

Add Seerr to your device

Seerr is a web app. For the best experience, add it to your iPhone or iPad Home Screen, Android Home Screen, Mac Dock or Windows desktop. Detailed steps are in the Adding Seerr & Plex Dashboard As Apps section near the front of this handbook.



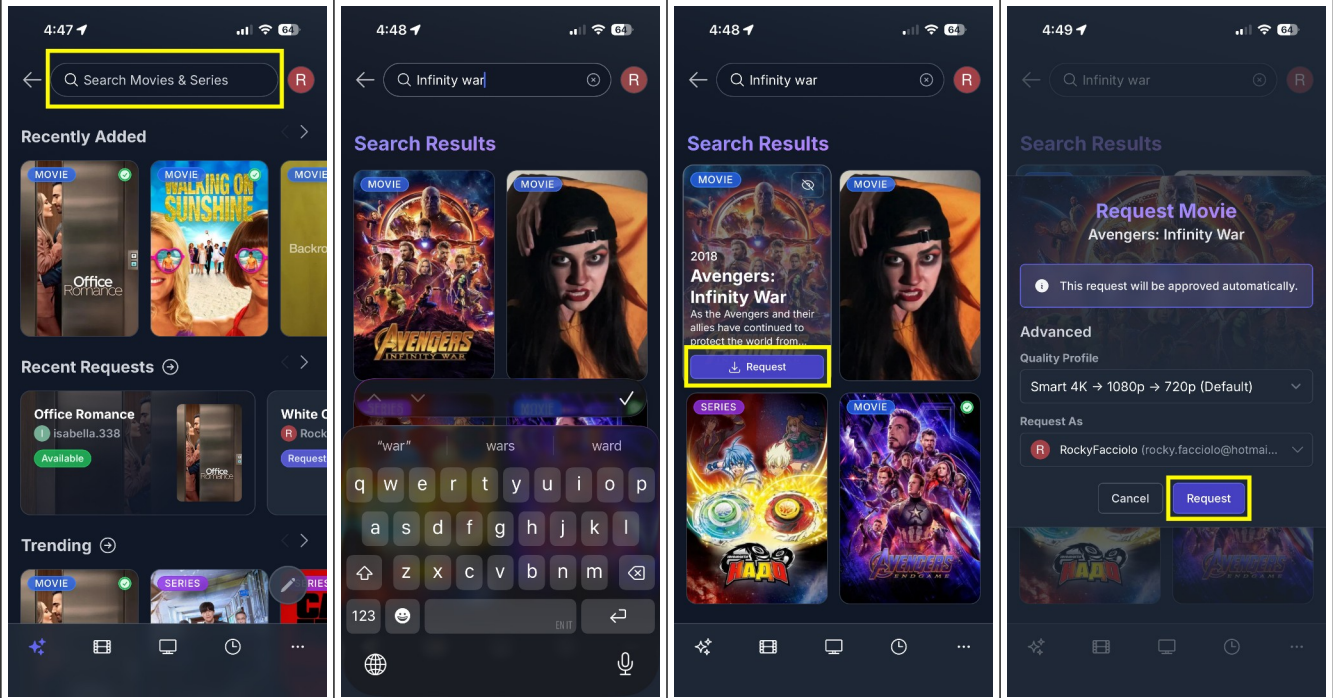
What happens when I make a request?

- Your request is submitted.
- Rocky's media platform begins searching automatically.
- The content is downloaded and processed when available.
- The media is prepared for streaming.
- The content appears in Plex.

All of this happens automatically behind the scenes, all you have to do is sit back and let Rocky's creation do its magic.

Requesting a movie

- Open Seerr.
- Use the search bar to find the movie.
- Open the movie page.
- Confirm it is the correct title and release year.
- Press Request.
- Seerr begins tracking the request status.



The image consists of four sequential screenshots of the Seerr mobile app interface, illustrating the steps to request a movie. Each screenshot shows the time 4:47, 4:48, or 4:49, and the battery level at 64%.

- Step 1:** The home screen of the app is shown. The search bar at the top is highlighted with a yellow box. Below the search bar, there are sections for 'Recently Added', 'Recent Requests', and 'Trending'.
- Step 2:** The search bar now contains the text 'Infinity war'. The search results are displayed, showing the movie 'Avengers: Infinity War' and a person's profile. A keyboard is visible at the bottom.
- Step 3:** The search results for 'Avengers: Infinity War' are shown. A yellow box highlights the 'Request' button below the movie poster.
- Step 4:** The 'Request Movie' confirmation screen is shown. It displays the movie title 'Avengers: Infinity War' and a message: 'This request will be approved automatically.' Below this, there are options for 'Advanced' settings, including 'Quality Profile' (Smart 4K → 1080p → 720p (Default)) and 'Request As' (RockyFacciolo (rocky.facciolo@hotmail...)). A yellow box highlights the 'Request' button at the bottom.

Tap on the search bar at the top

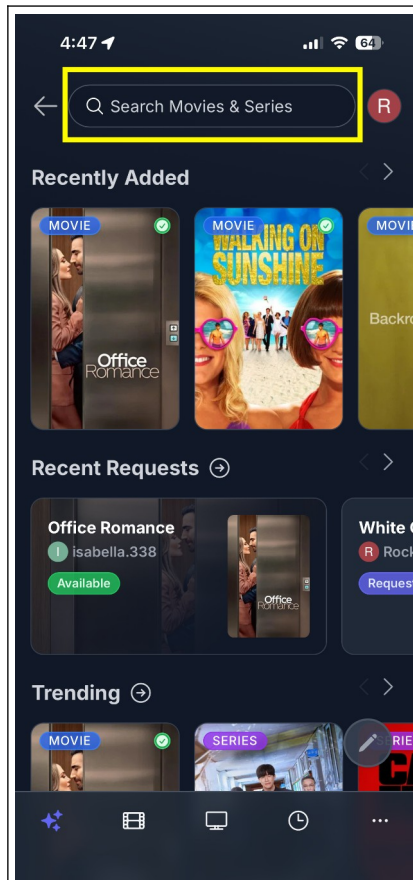
Search for a Movie

Press **Request** to Submit a Movie Request

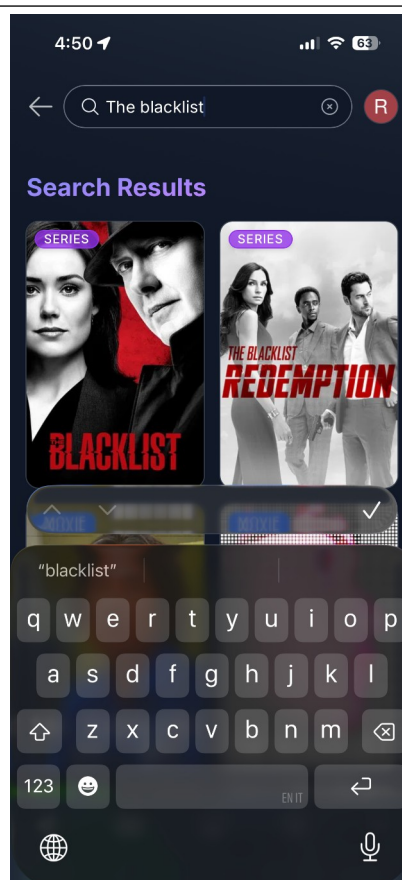
Confirm your Request to Submit a Movie Request.

Requesting a TV show

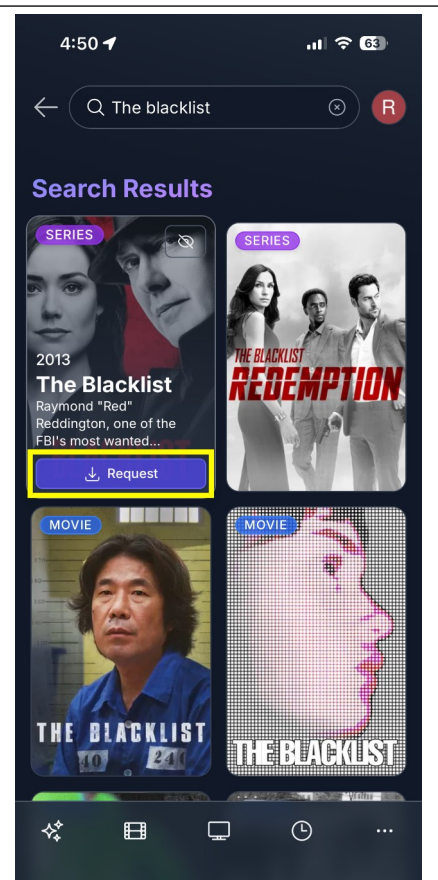
- Open Seerr.
- Search for the TV show.
- Open the show page.
- Confirm it is the correct show.
- Press Request.
- Seerr tracks the request automatically.



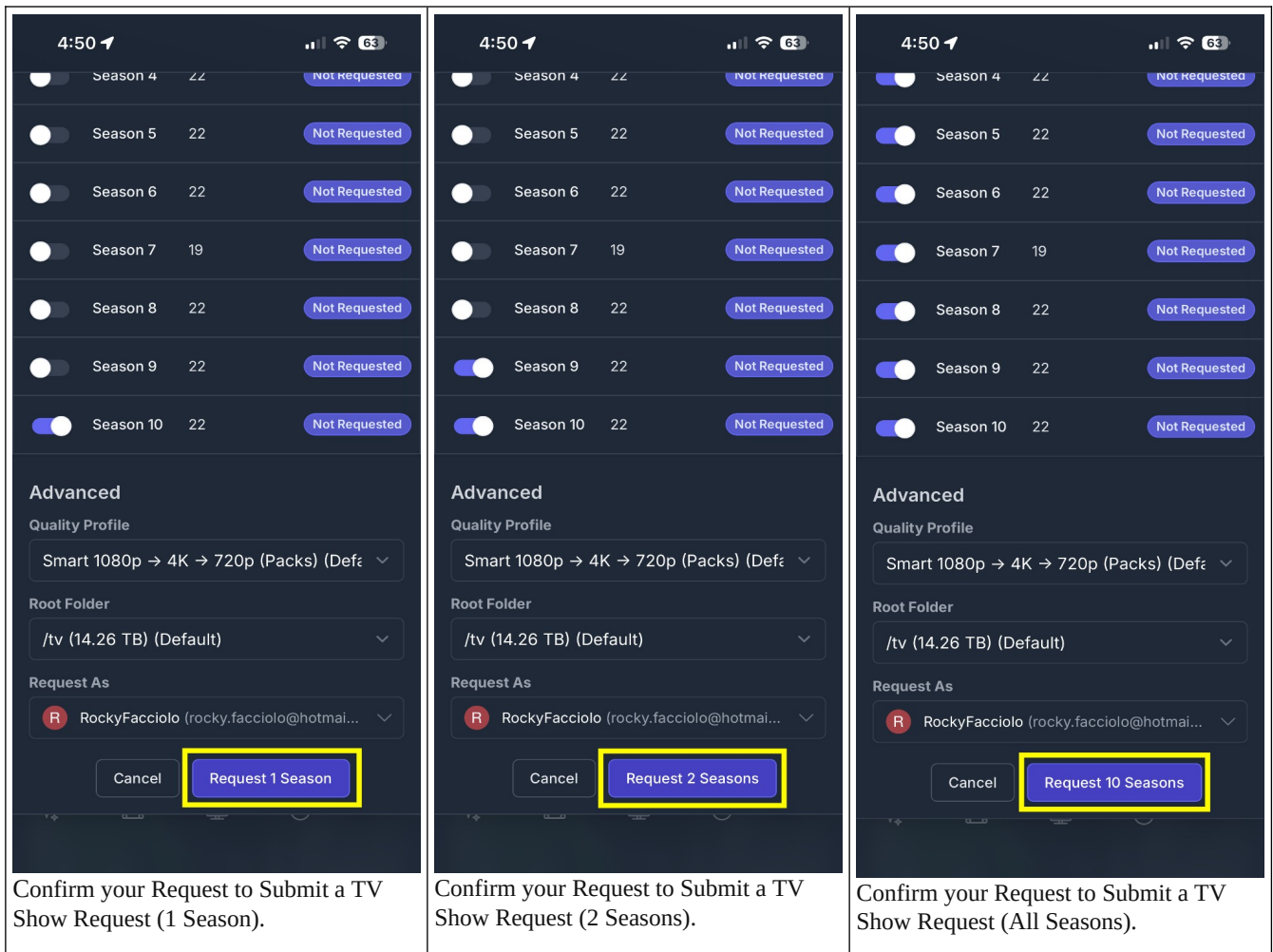
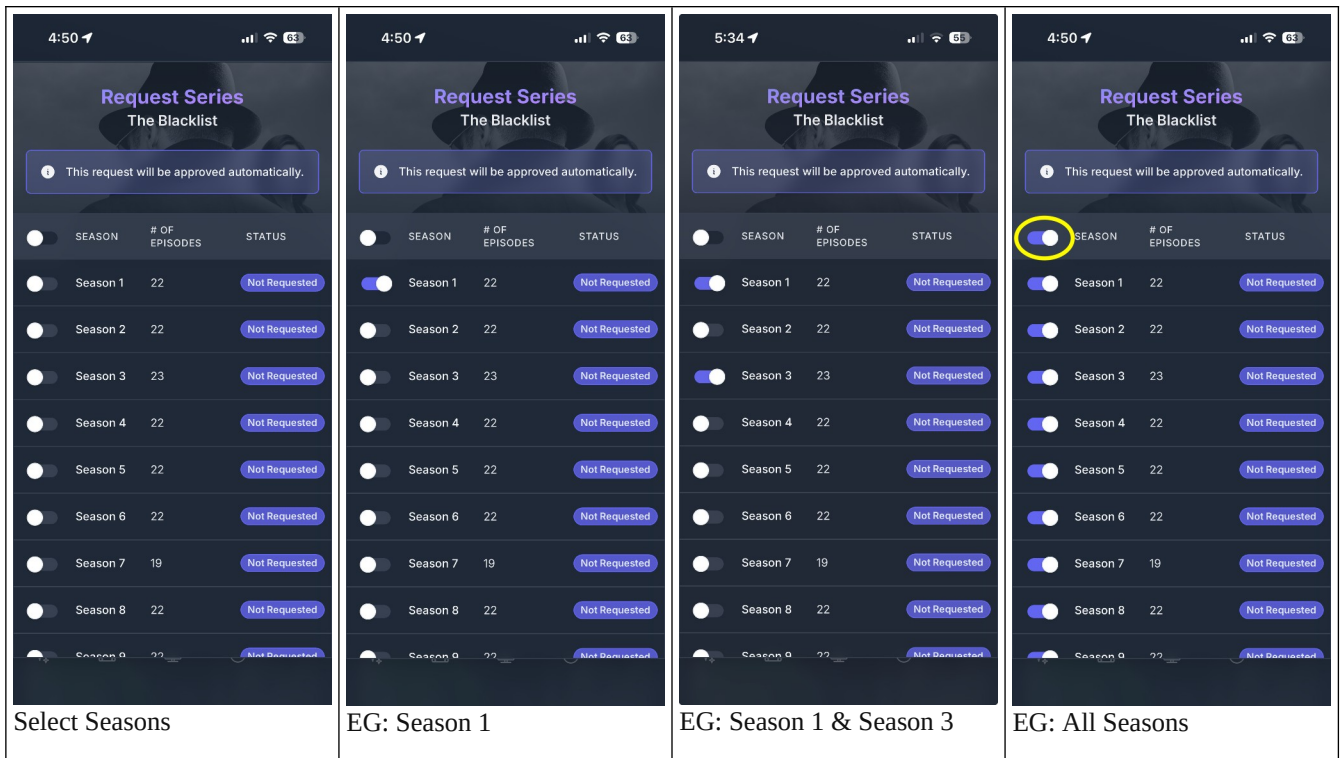
Tap on the search bar at the top



Search for a TV Show



Press Request to Submit a TV Show Request



Request statuses

Seerr may show different statuses depending on what is happening.

Status	Meaning
Requested	Your request has been submitted successfully.
Available	The content is now available to watch in Plex.
Processing	The platform is searching, downloading, processing or preparing the content.
Partially Available	For TV shows, some episodes or seasons may be available while others are still pending.

How long do requests take?

There is no single answer. Some requests appear quickly. Others take longer depending on release status, source availability and whether the content has officially released.

Be patient with unreleased content

You can request upcoming movies and shows before they are available. The platform will continue tracking them, but they may not appear in Plex until a proper release is available.

Duplicate requests

You do not need to worry about duplicate requests. Seerr will not let you request something if it has already been requested or is already available.

Want more detailed tracking?

Seerr is great for submitting requests and viewing basic request information. For deeper visibility, use the Plex Dashboard.

The Plex Dashboard shows active downloads, download progress, upcoming releases, recently added content, the full movie catalogue, the full TV show catalogue and server activity.

Plex Dashboard: <https://plex-dashboard.rockysnas.synology.me/>

Chapter 4 - Plex Dashboard: Downloads, Releases & Catalogue Browser

What is the Plex Dashboard?

The Plex Dashboard is a companion application for Rocky's Plex Media Server. Plex is for watching, Seerr is for requesting, and the Dashboard is for tracking, browsing and discovering.

Most users can enjoy the server without using the Dashboard. It is mainly for users who want extra visibility into what is happening on the platform.

Accessing the Dashboard

Plex Dashboard: <https://plex-dashboard.rockysnas.synology.me/>

Add it like an app

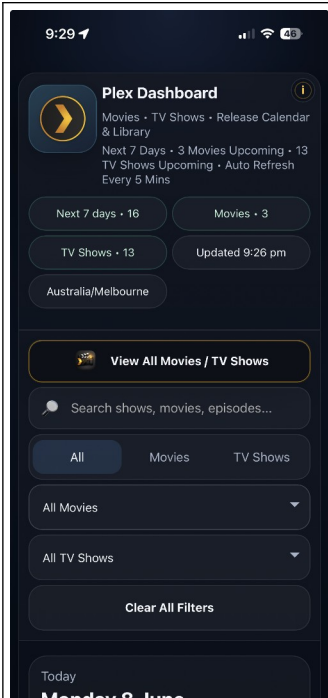
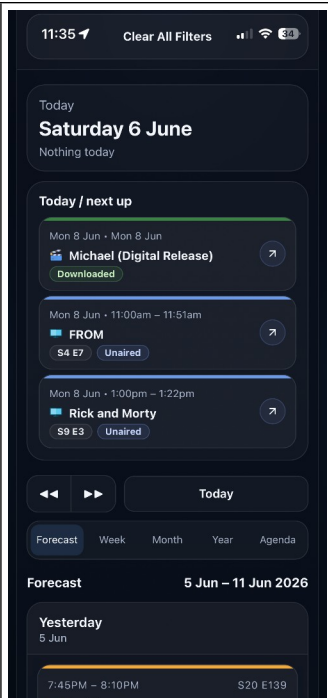
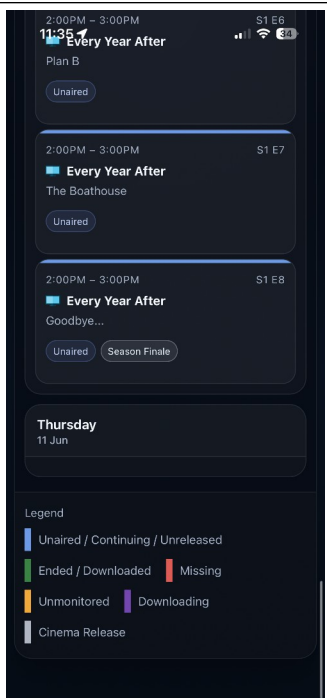
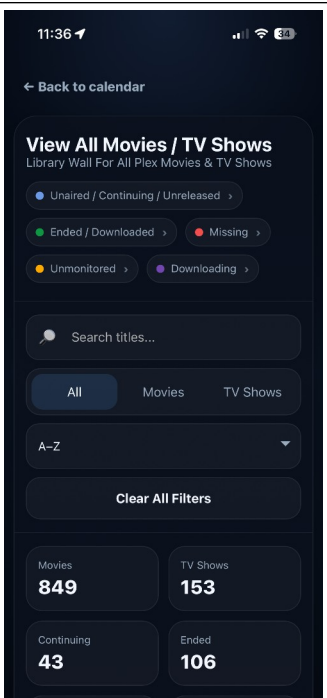
The Dashboard is a web app. Add it to your Home Screen, Dock, desktop or taskbar so you do not need to remember the link. Detailed steps are in the Adding Seerr & Plex Dashboard As Apps section near the front of this handbook.

Finding this handbook from the Plex Dashboard

The Plex Dashboard also includes a quick link to this Rocky's Plex Media Server User Handbook.

To access it, open the Plex Dashboard and tap the information icon in the top-right corner of the website.

This is useful if you ever need to reopen the guide without searching through messages or files.

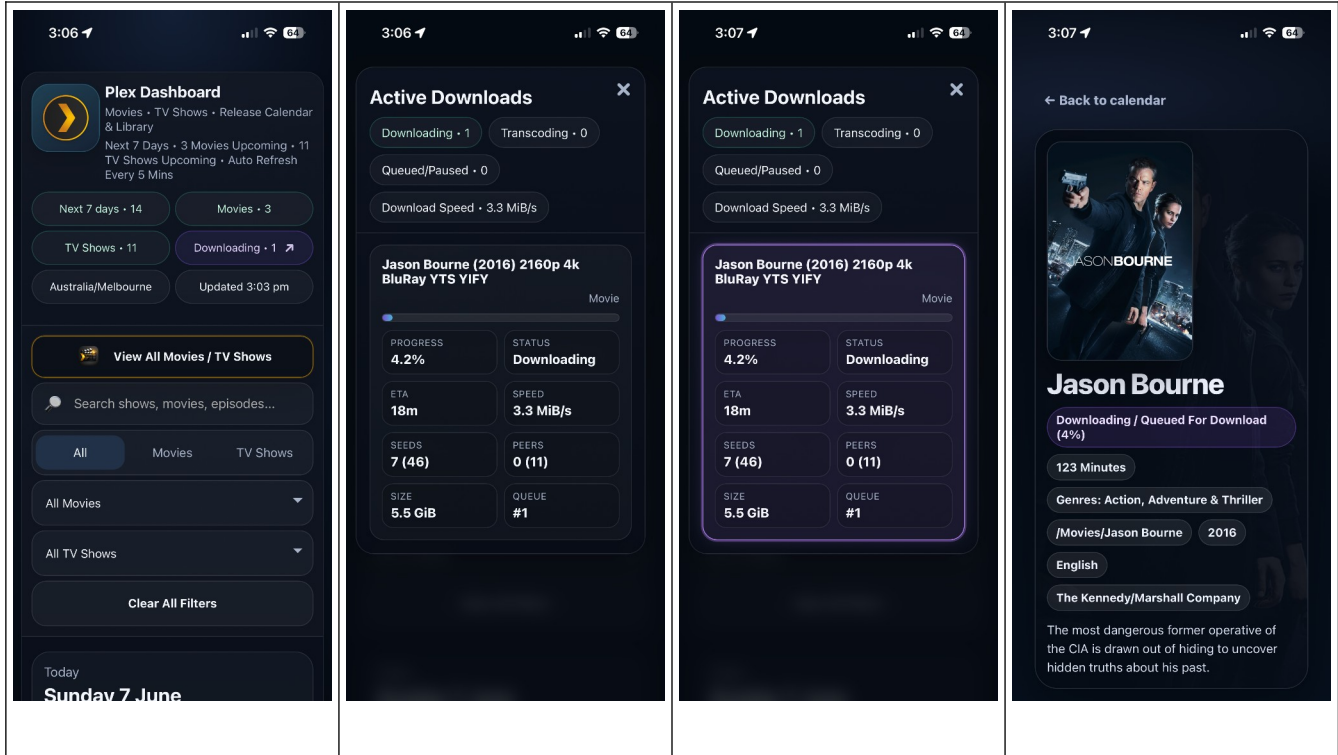
			
<p>Calendar Page 1 (Tap the information icon in the top-right corner to open Rocky's Plex Media Server User Handbook.)</p>	<p>Calendar Page 2</p>	<p>Calendar Page 3</p>	<p>Library Page</p>

What should I use the Dashboard for?

- View active downloads
- Track download progress
- View upcoming movie releases
- View upcoming TV releases
- Browse the full movie catalogue
- Browse the full TV show catalogue
- Discover recently added content
- See key server activity and status information
- Reopen Rocky's Plex Media Server User Handbook using the information icon in the top-right corner

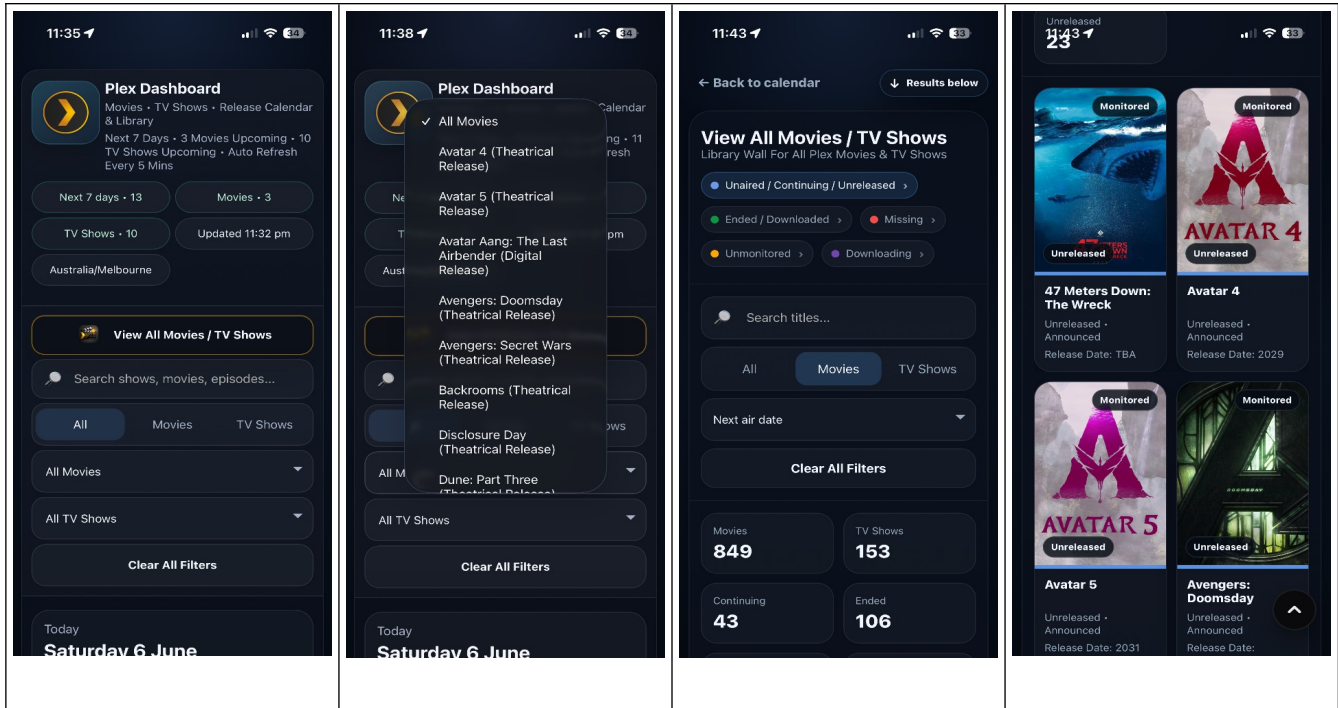
Active Downloads

The Active Downloads section shows current downloads and progress. This is useful when you want to know whether requested content is actively downloading or how far along it is.



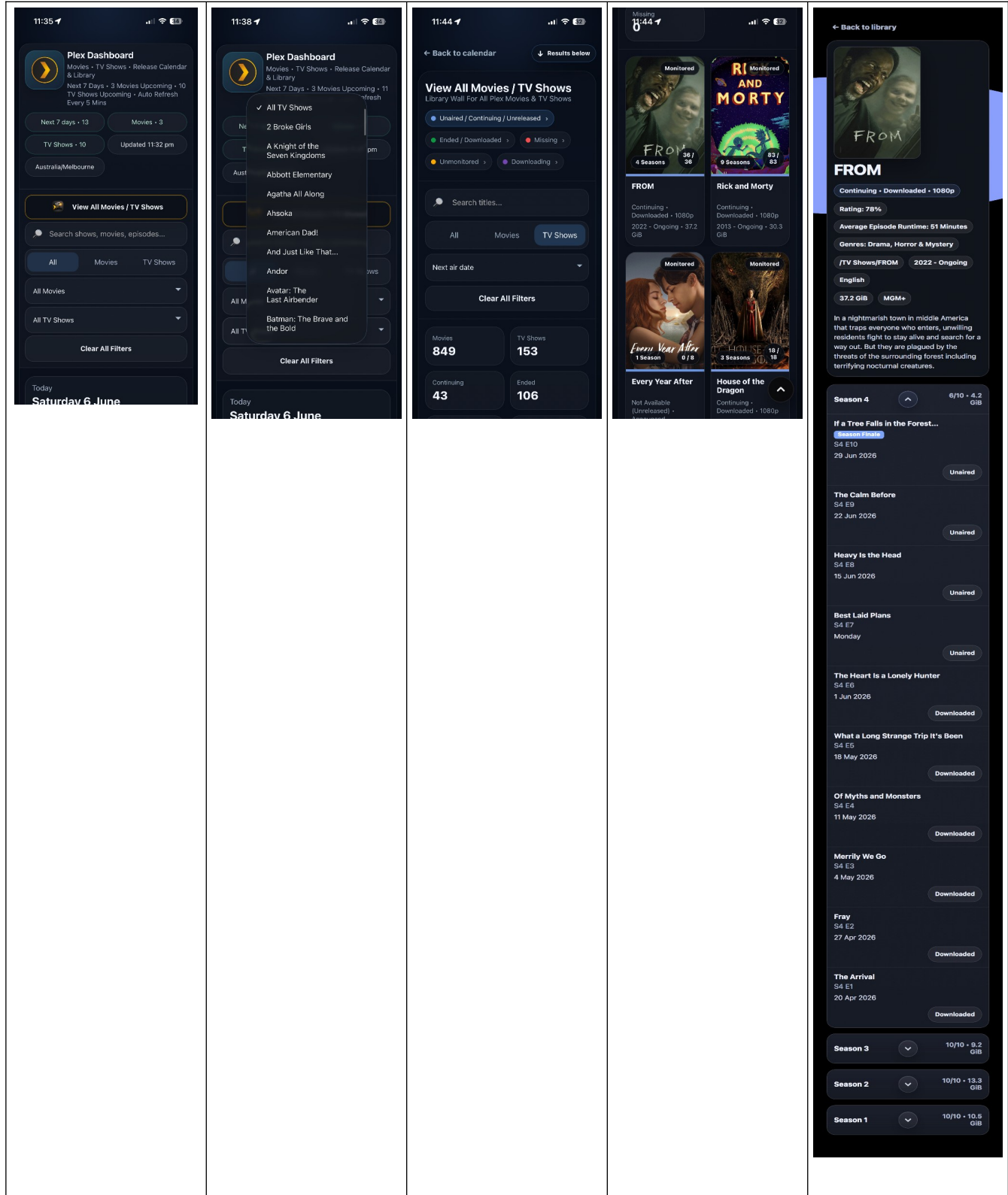
Upcoming movie releases

The Dashboard tracks upcoming movie releases, including future movies that have been requested. This makes it easy to see what is on the horizon.



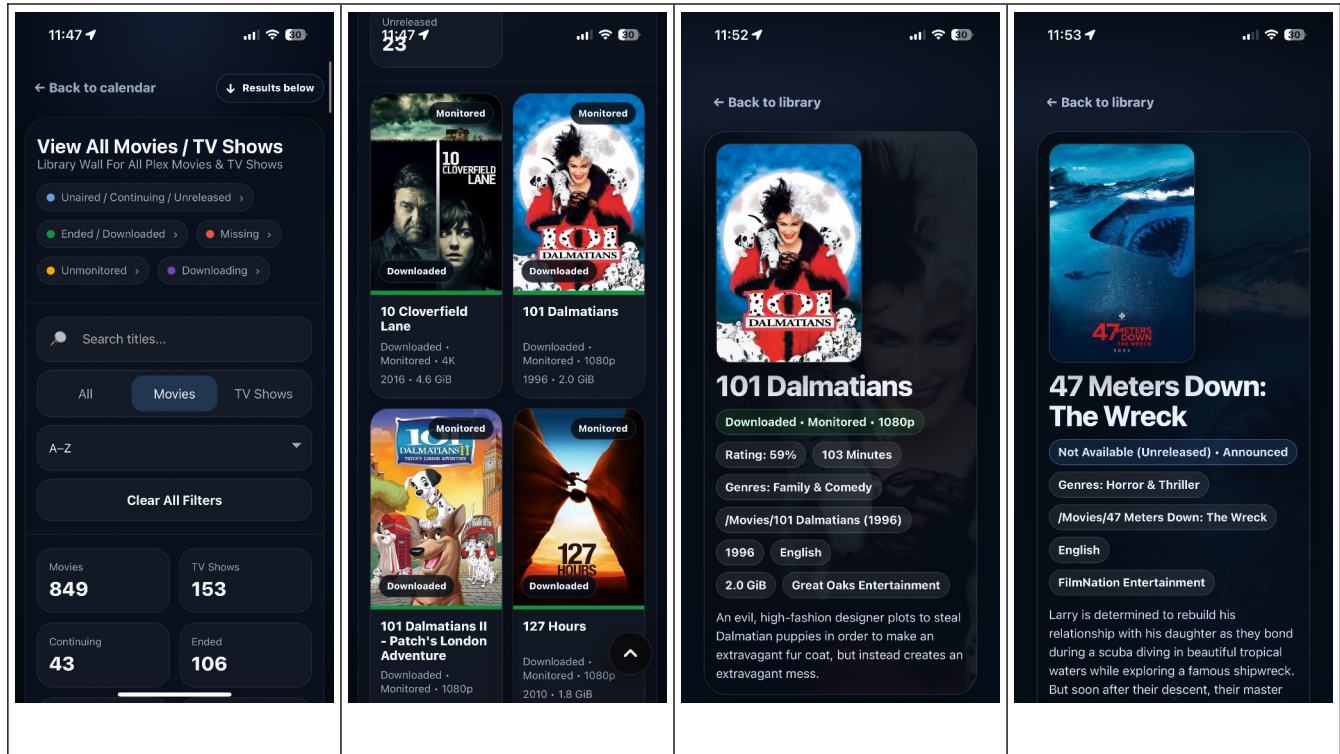
Upcoming TV releases

The Dashboard also tracks upcoming TV releases, including new episodes, returning shows and future premieres.



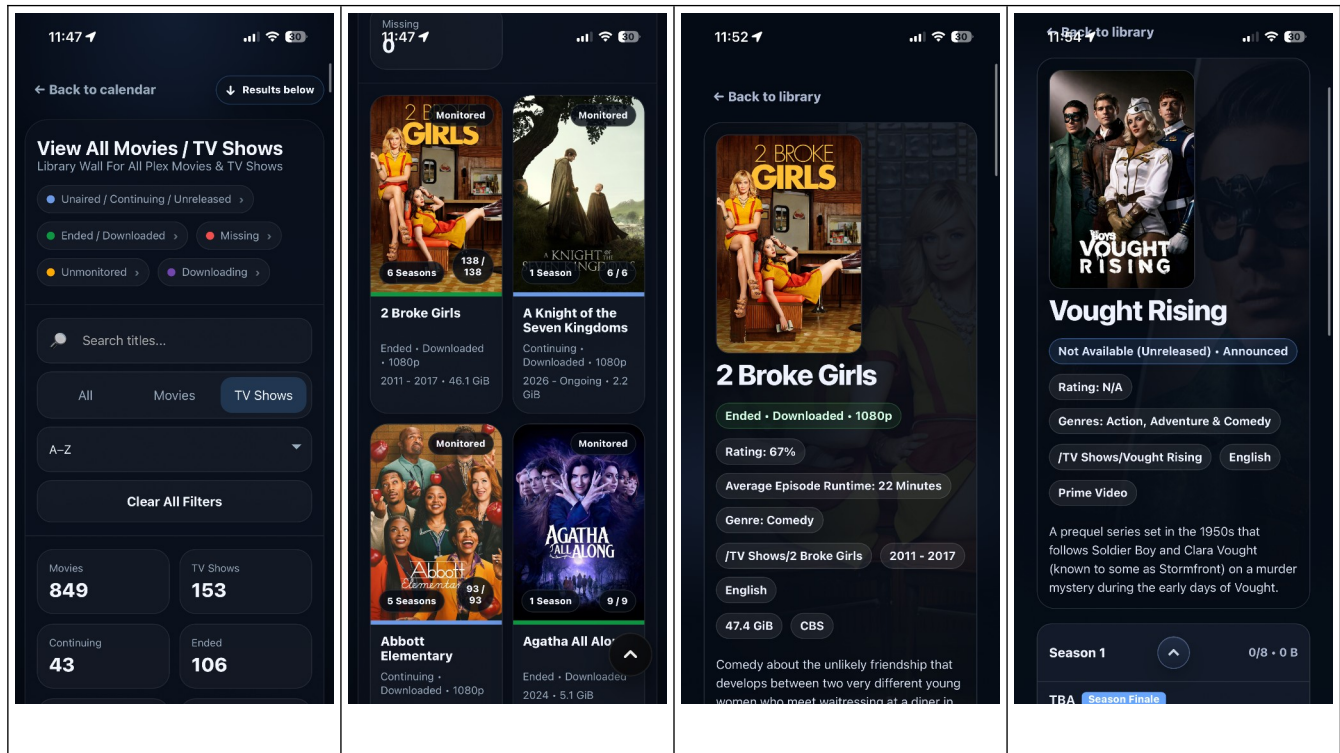
Movie catalogue

The movie catalogue gives users a dedicated way to browse the complete movie library. It is useful for exploring what is available without relying only on the normal Plex interface.



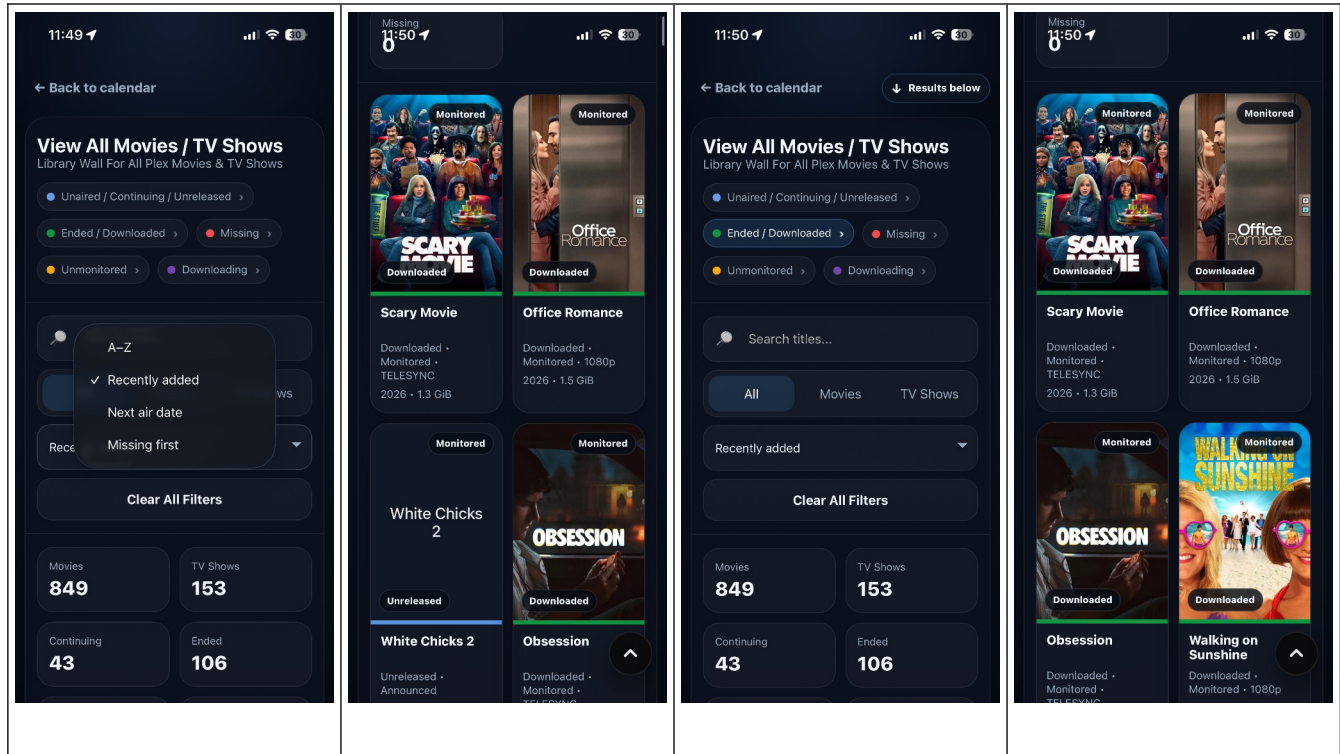
TV show catalogue

The TV catalogue provides a dedicated way to explore every TV show available on the server.



Recently added content

The Dashboard helps users discover new additions. This is a good place to check when you are looking for something fresh to watch.



Recommended workflow

Need	Use
Want to watch something	Plex
Cannot find something	Seerr
Want to track a request	Plex Dashboard
Want to see what is downloading	Plex Dashboard
Want to browse everything available	Plex Dashboard
Going on a flight or travelling	<ul style="list-style-type: none"> • Plex (Plex Pass holders) • Infuse (Apple devices) • Plezy (Android devices)

Chapter 5 - Offline Downloads & Travel Viewing

Download options: Plex, Infuse and Plezy

Infuse is the optional companion app Rocky recommends for Apple users who want offline travel downloads. It connects directly to Rocky's Plex Media Server and can access the same movies and TV shows that are available in Plex.

Infuse is not available on Android. For Android users, Rocky recommends Plezy (Android devices) as the Android alternative for Plex-connected offline downloads.

The main reason these apps are included is simple: they give users an offline download option without needing their own paid Plex Pass subscription. Plex Pass holders can also use the native Plex app to download content.

Download app names

- Plex (Plex Pass holders)
- Infuse (Apple devices)
- Plezy (Android devices)

Why not just use Plex downloads?

Plex downloads require a paid Plex Pass subscription. (Plex Pass holders can use the native Plex app to download content.) For users without Plex Pass, Infuse (Apple devices) is the recommended Apple option and Plezy (Android devices) is the recommended Android alternative because both connect to Rocky's Plex Media Server and support offline/travel viewing workflows.

Use case	Recommended app
Normal day-to-day streaming	Plex
Flights and travel downloads	Plex (Plex Pass holders), Infuse (Apple devices), or Plezy (Android devices)
Watching without internet	Plex (Plex Pass holders), Infuse (Apple devices), or Plezy (Android devices)

Important positioning

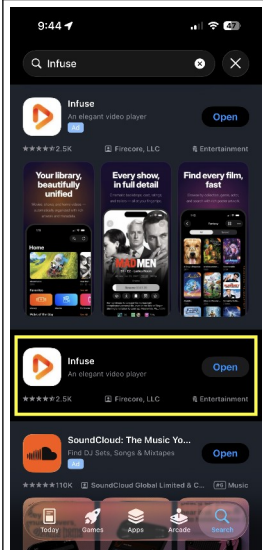
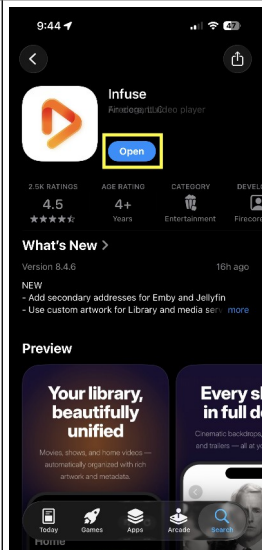
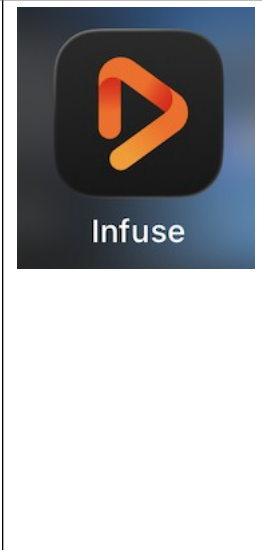
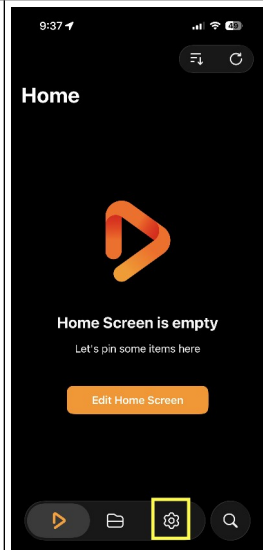
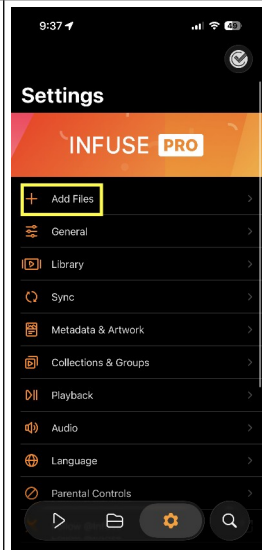
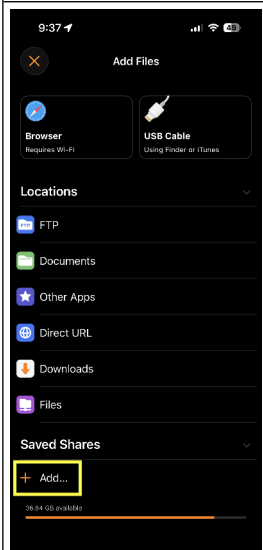
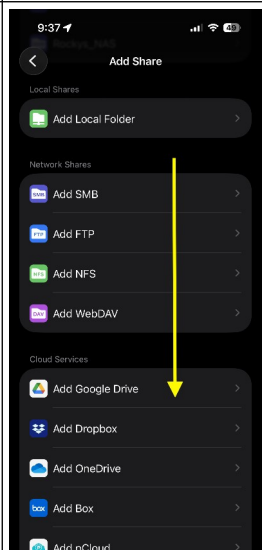
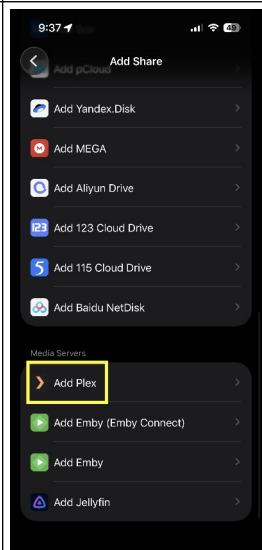
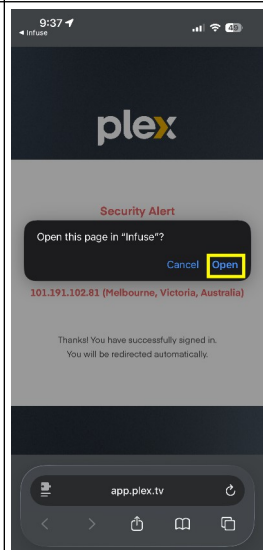
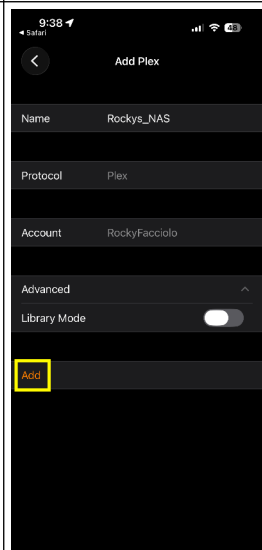
Infuse (Apple devices) and Plezy (Android devices) do not replace Plex. Plex remains the main streaming app. Infuse (Apple devices) is mainly for offline downloads, while Plezy (Android devices) is the Android alternative. Plex Pass holders can use the native Plex app for downloads if they prefer.

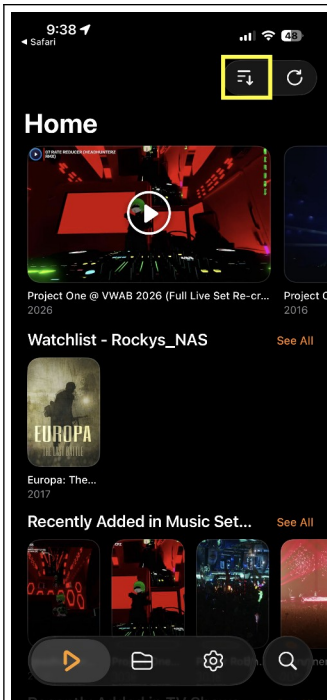
When should I use Infuse (Apple devices) or Plezy (Android devices)?

- Flights
- Long train journeys
- Cruises
- Hotels with unreliable Wi-Fi
- International travel
- Road trips
- Any situation where internet may be poor or unavailable

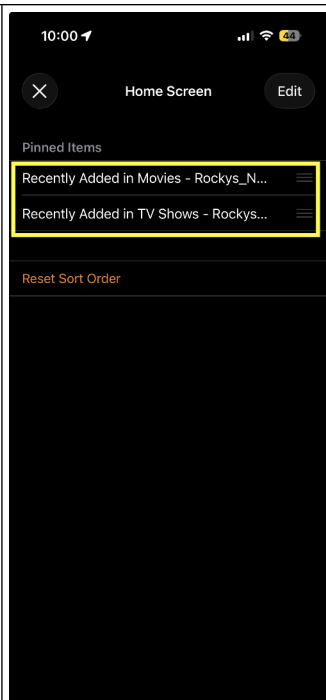
Installing Infuse on iPhone and iPad

- Open the Apple App Store.
- Search for Infuse.
- Look for Infuse - Video Player by Firecore.
- Tap Get and install the app.
- Open Infuse.

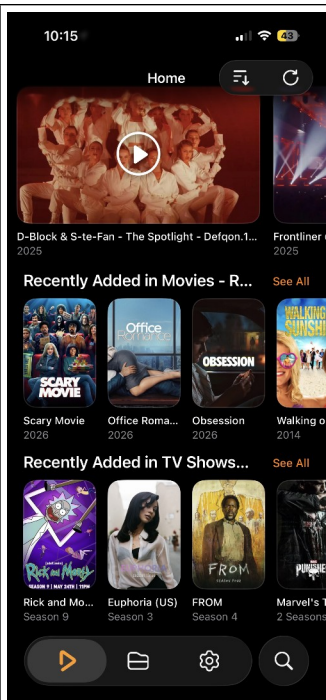
				
<p>Search for Infuse</p>	<p>Install Infuse</p>		<p>Tap on the Settings Button</p>	<p>Tap Add Files</p>
				
<p>Tap Add (Under Saved Shares)</p>	<p>Scroll Down</p>	<p>Tap Add Plex</p>	<p>It will direct you to the Plex website to sign in with your Plex account. Once you sign in, it will prompt you to return to Infuse. Tap Open Infuse when prompted.</p>	<p>Tap Add</p>



Tap the Home Screen icon



Make your pinned items match this photo

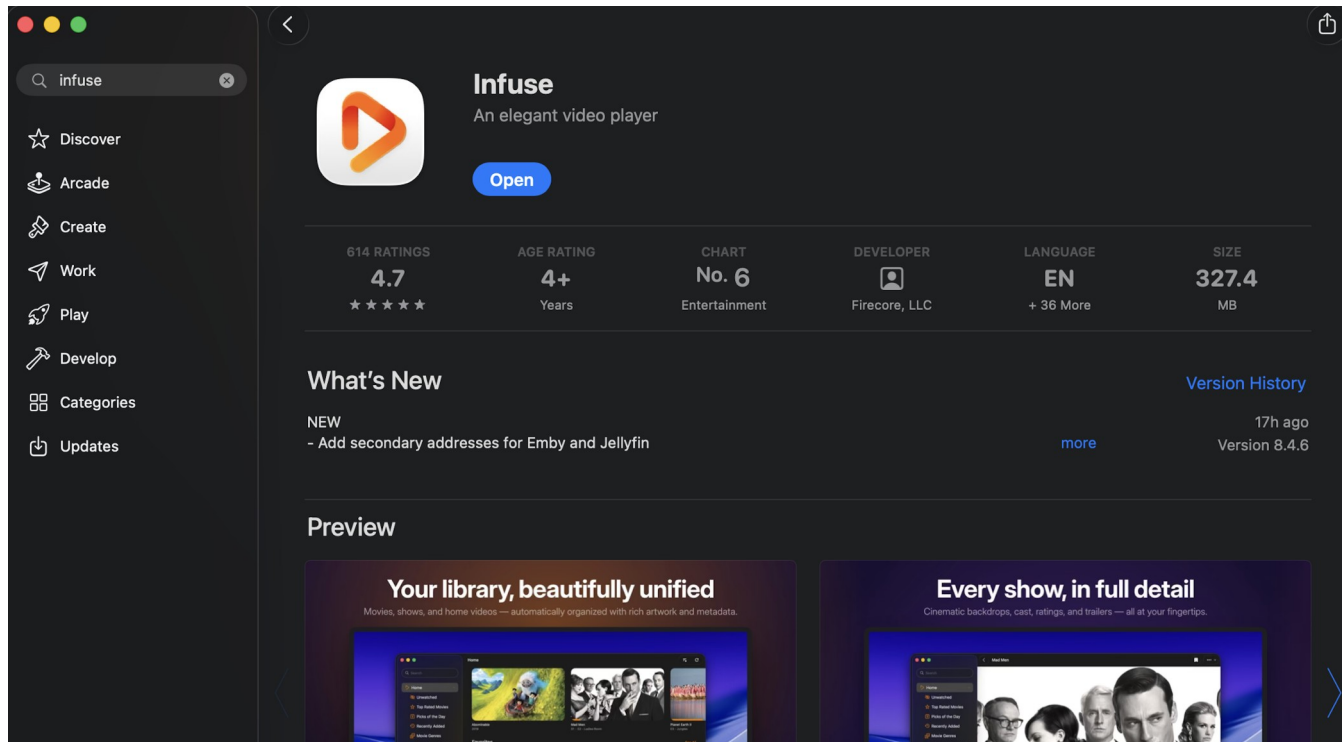


The Installation is Complete

Installing Infuse on Mac

- Open the Mac App Store.
- Search for Infuse.
- Install the app.
- Open Infuse.

Follow the same steps as the Infuse installation on iPhone and iPad, it is the exact same, and should sync across iCloud.



Android Alternative: Installing Plezy (Recommended Method)

Infuse is not available on Android. Android users should use Plezy as the recommended Android alternative for Plex-connected offline downloads.

The Plezy app on the Google Play Store is a paid application. To get around this, and to get the app for free instead, we are going to install the free Plezy APK directly from the official Plezy APK Releases page (The steps are below, but the screenshots are on the next page).

Step 1 - Open the Plezy APK Releases page

Visit: <https://github.com/derFrisson/plezy-apks/releases>

Step 2 - Download the APK

- Open the latest release.
- Scroll down to Assets.
- Download: plezy-android-arm64-v8a.apk
- This version works on virtually all modern Android phones.

Step 3 - Install the APK

- Open the Downloads folder on your Android device.
- Tap the downloaded APK file.
- If prompted, allow Install Unknown Apps.
- Tap Install.

Step 4 - Connect Plezy to Plex

- Open Plezy.
- Sign in using the same Plex account used for Rocky's Plex Media Server.
- Allow Plezy to connect to Plex.
- Confirm your Movies and TV Shows libraries appear.

Step 5 - Test Before Travelling

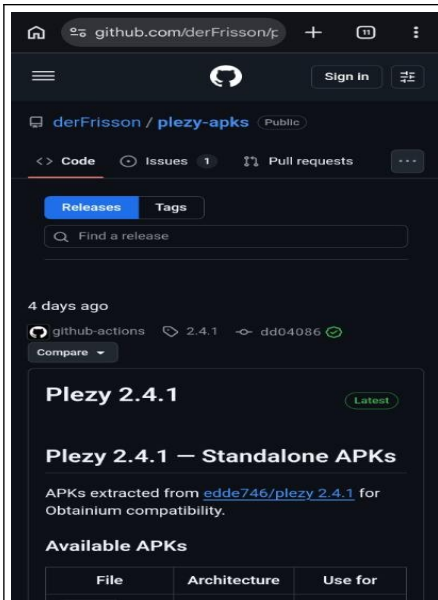
Before relying on Plezy for flights or travel:

- Download one movie.
- Download one TV episode.
- Confirm both play correctly offline.
- Verify downloads complete successfully over Wi-Fi.

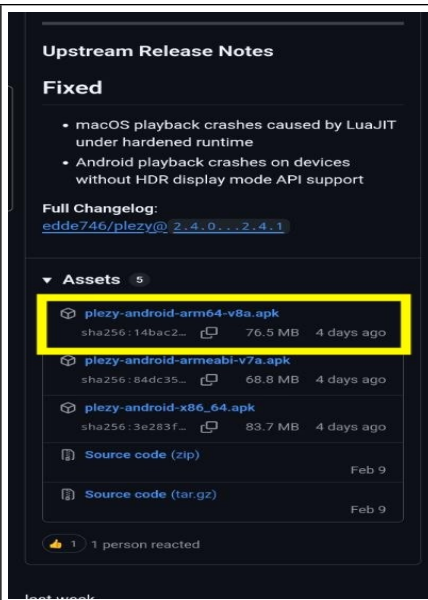
Plezy provides an offline download solution for Android users without requiring a Plex Pass subscription.

Important Android install note

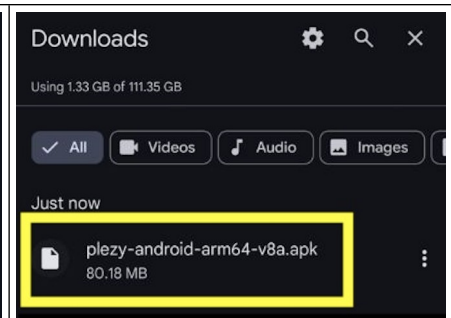
Only download the Plezy APK from the official Plezy APK Releases page linked in this guide. Avoid random APK websites.



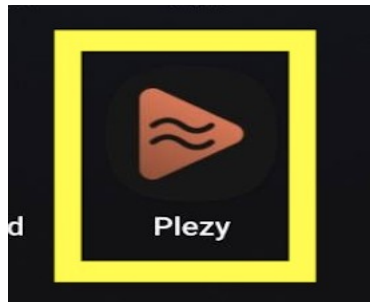
After Loading the Website:
<https://github.com/derFrisson/plezy-apks/releases>. Scroll Down until you see the “Assets” section



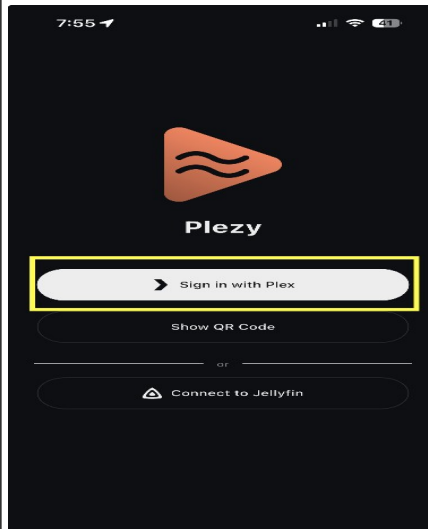
Tap on the arm64 version of the .apk



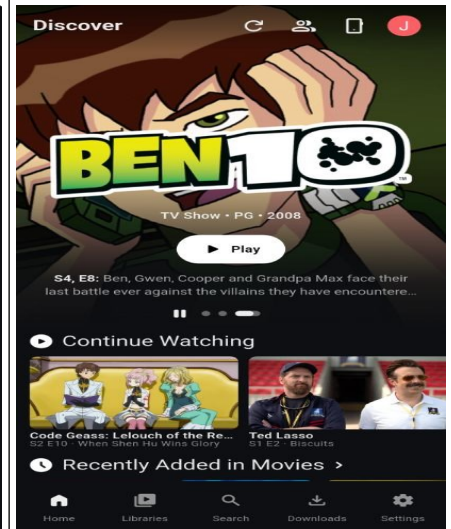
Open your webpage downloads section then tap on the downloaded .apk file (You might get a warning that you cannot install unofficial android applications, please disable that setting for this section so that we can install it, feel free to turn that setting back on after we complete this installation)



After you allow that, the Plezy app should appear in your app drawer or on your Home Screen. Tap to open the app.



Then sign in using your Plex Account



The Installation is Complete

Connecting Infuse (Apple devices) or Plezy (Android devices) to Plex

- Open Infuse (Apple devices) or Plezy (Android devices).
- Select Add Files.
- Choose Plex.
- Sign in using the same Plex account used for Rocky's Plex Media Server.
- Allow the app to connect.
- Your Plex libraries should appear if you follow the installation steps above.

The screenshots for these steps are included above in their respective installation sections.

If you can see the Movies & TV Shows Libraries on Infuse (Apple Devices) or Plezy (Android Devices), then you have completed this step.

Downloading content in Infuse (Apple devices) or Plezy (Android devices)

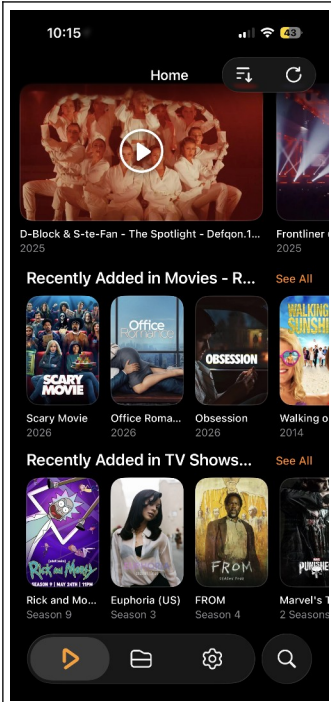
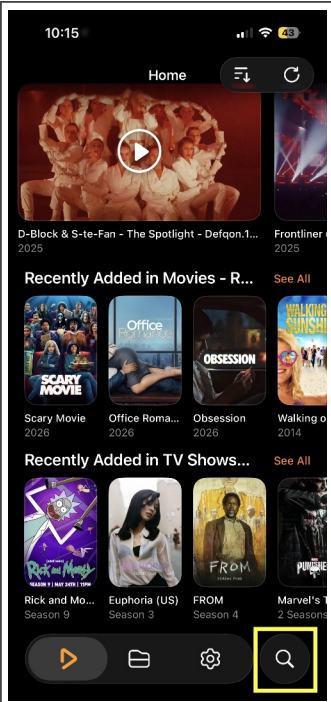
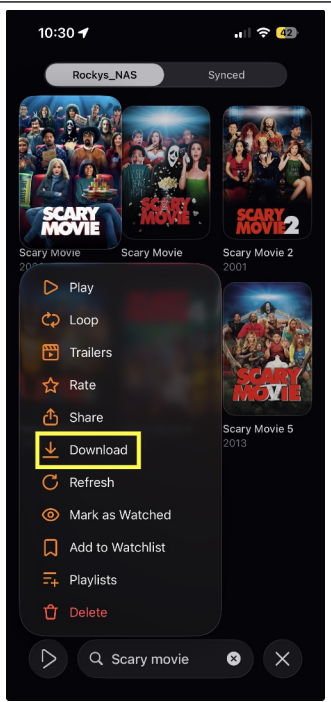

- Open Infuse (Apple devices) or Plezy (Android devices).
- Browse to the movie, show or episode you want.
- Open the item.
- Tap Download. Plex Pass holders using the native Plex app can use Plex's built-in download option instead.
- Wait until the download shows as complete.
- Test playback before travelling.

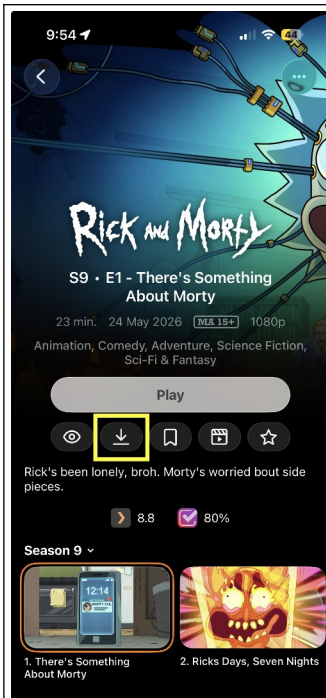
CRITICAL DOWNLOAD REQUIREMENT

KEEP INFUSE OR PLEZY OPEN WHILE DOWNLOADING. Plex Pass holders using Plex downloads must keep Plex open too.

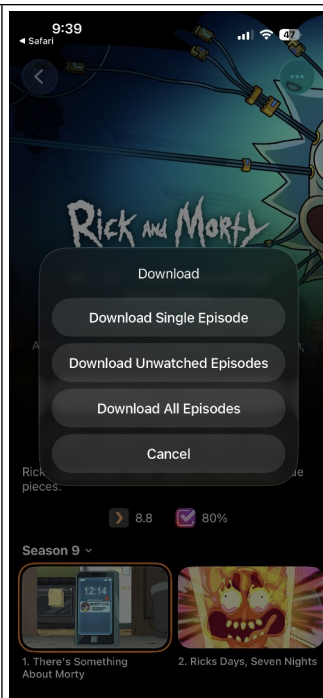
Do not close the app. Do not swipe it away. Do not force close it. Do not assume it will continue properly in the background. Closing the app is the number one cause of failed downloads.

Infuse

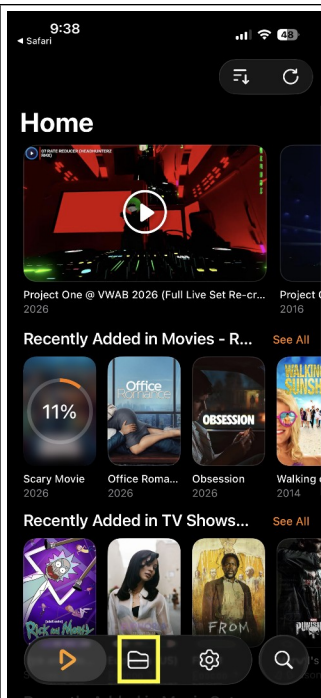
			
<p>Open Infuse</p>	<p>To Download A Movie or TV Show you can Search for it using the Search Icon in the Bottom Right Corner.</p>	<p>Option A: After you search for an item, you can long press on the item you want to Download, and then Tap the Download button</p>	<p>Option B: If you just regularly tap on a Movie or TV Show, tap on the Download button to start the Download</p>



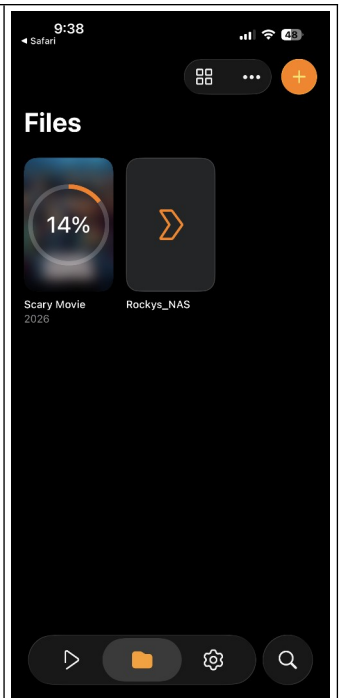
For TV shows, it is the same, but you will be prompted to choose exactly what you want to download from that TV show.



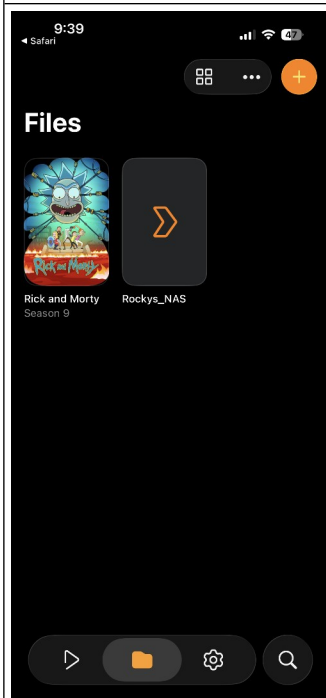
For TV shows, you are given more options for what you want to download. If you want to download specific episodes, navigate to each episode and select "Download Single Episode"



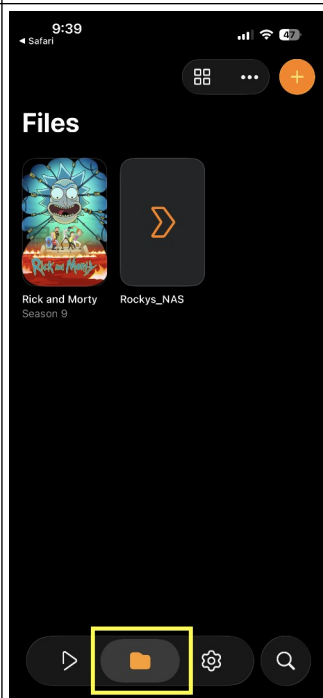
After a Download is commenced, go back to the main menu, and select the folder icon, to View Downloads / Downloading Items



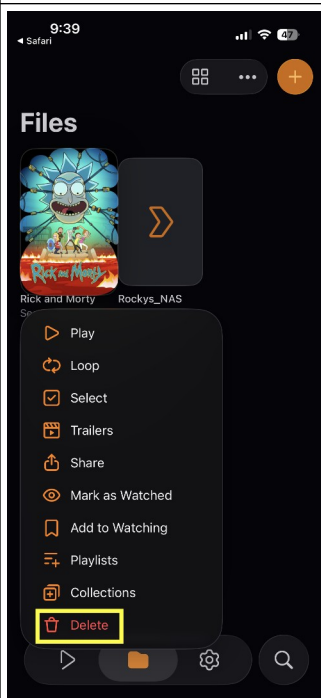
(Example of a Download In Progress)



(Example of a Completed Download)

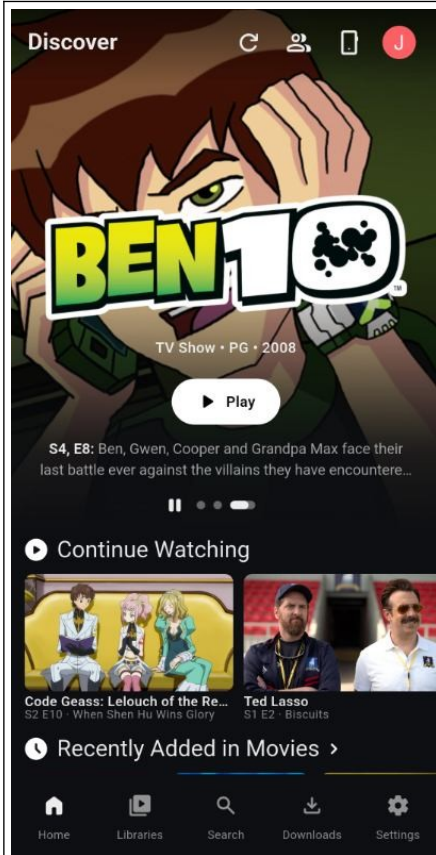


This Menu is where All Downloaded Content will Appear for Offline Viewing

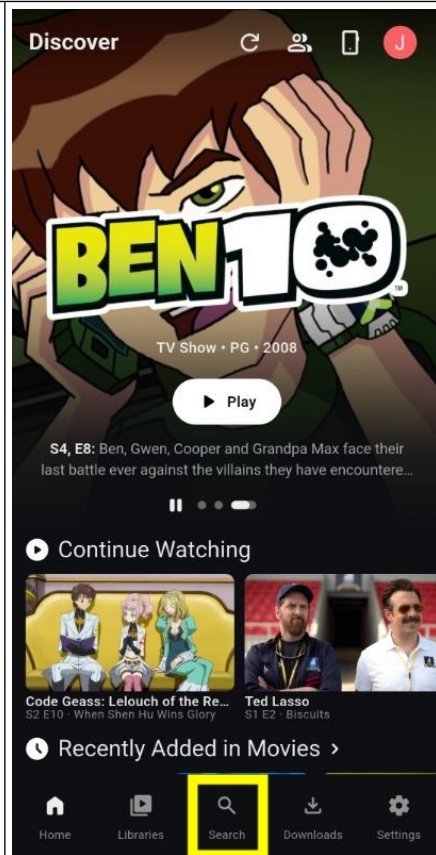


To Remove any Downloaded Content, Long Press on the item and then press Delete

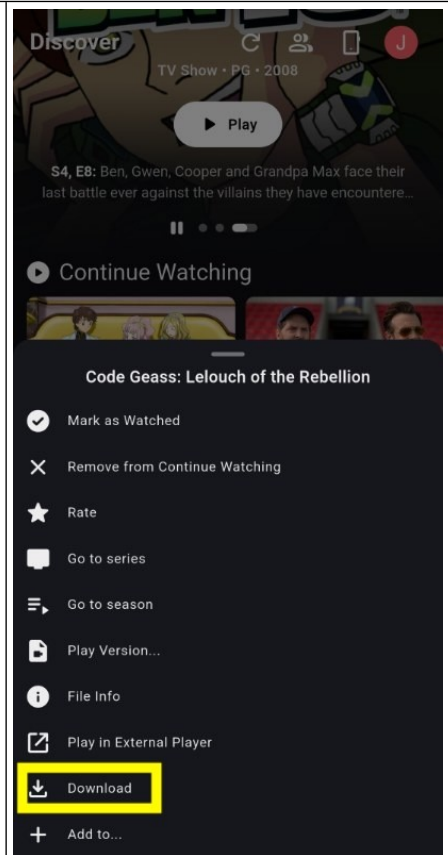
Plezy



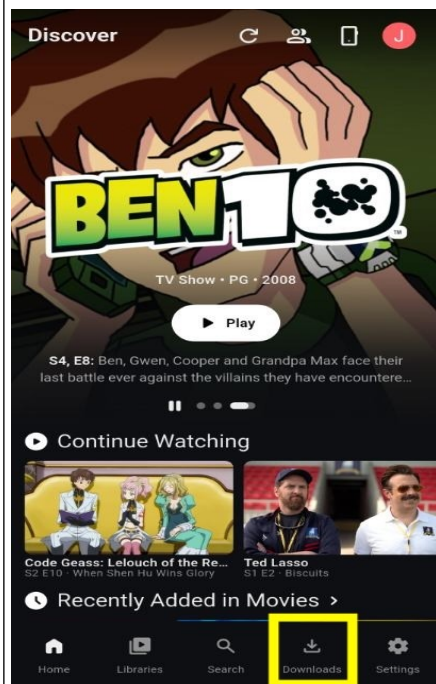
Open Plezy



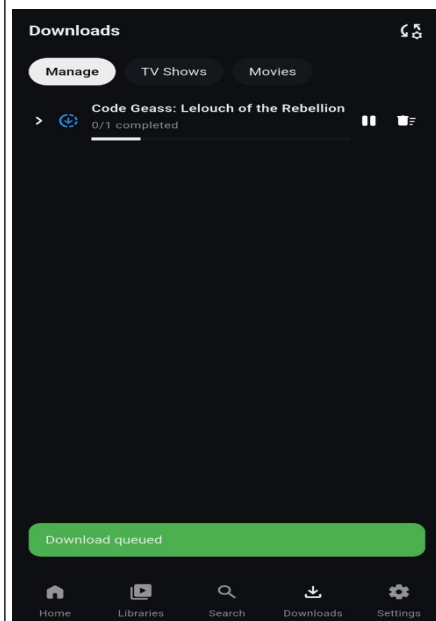
To Download A Movie or TV Show you can Search for it using the Search Icon in the Bottom Centre.



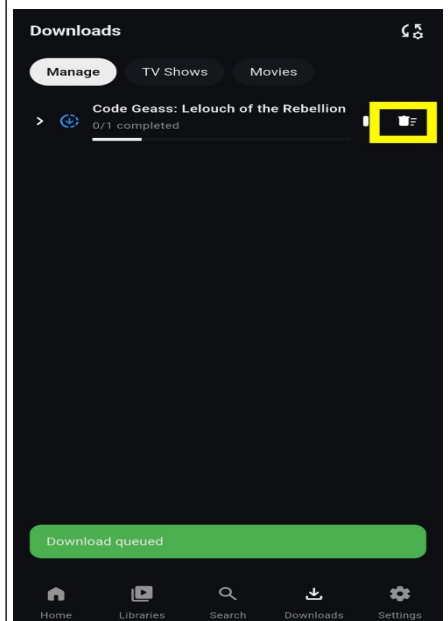
After you search for an item, you can long press on the item you want to Download, and then Tap the Download button



Navigate to the Downloads Section



This Menu is where All Downloaded Content Will Appear for Offline Viewing



To Remove any Downloaded Content, Press on the Delete Icon next to the content you want to Delete

Why keeping the app open matters

Modern phones and tablets aggressively restrict background activity to preserve battery life. When Plex, Infuse (Apple devices), or Plezy (Android devices) is closed or backgrounded for too long, downloads can slow dramatically, pause or fail completely.

In Rocky's experience, the overwhelming majority of failed downloads happen because the app was closed before the download finished.

Storage management for offline downloads

Downloaded movies and TV episodes are stored locally on your device. This applies whether you are using Plex (Plex Pass holders), Infuse (Apple devices), or Plezy (Android devices). This is what makes offline playback possible, but it also means downloads use device storage.

- Make sure your iPhone, iPad or Mac has enough free storage before starting large downloads.
- Movies can be several gigabytes each, especially higher-quality files.
- TV seasons can use a large amount of storage if you download many episodes.
- Delete watched downloads after travel to free up space.
- If a download fails immediately, check whether your device is low on storage.

Travel storage tip

Before a flight, download only what you realistically plan to watch. It is better to have a few completed downloads than many half-finished downloads that fail because the device ran out of space or the app was closed.

Rocky's recommended travel download process

- Connect to strong Wi-Fi.
- Open Infuse (Apple devices) or Plezy (Android devices).
- Start the download.
- Leave Infuse (Apple devices) or Plezy (Android devices) open and visible until the download finishes. Plex Pass holders using Plex downloads should leave Plex open.
- Wait until the download shows as completed.
- Open the downloaded content and confirm it plays.
- Only leave for travel once playback has been verified.

Before leaving for the airport

- Downloads show as completed
- Content plays without internet
- The app stayed open while downloading
- The device has enough storage
- The device is charged or charging

Chapter 6 - Troubleshooting & Common Problems

Before contacting Rocky

Most issues can be solved in a few minutes. Before contacting Rocky, try the basics first.

- Restart the app
- Check your internet connection
- Try another movie or TV show
- Try another device if possible
- Confirm you are signed into the correct Plex account
- Check Plex quality settings
- If downloading, confirm you kept Plex, Infuse (Apple devices), or Plezy (Android devices) open for the entire download

Basic app maintenance

If something suddenly stops working, the fix is often simple. Apps and devices sometimes need a refresh.

- Update Plex if playback or login is behaving strangely.
- Update Infuse (Apple devices) or Plezy (Android devices) if downloads or library syncing are behaving strangely.
- Restart the app before reporting an issue.
- Restart the device if the app keeps freezing or failing.
- If a web app is not loading, refresh the page or close and reopen the browser.

Simple first fix

Restarting the app solves more problems than people expect. Try this before assuming the server is broken.

Server availability and maintenance

Rocky's Plex Media Server is privately maintained. Most of the time it should be available normally, but occasional interruptions can happen.

- Home internet issues
- Power outages
- Server updates
- Storage maintenance
- App or platform updates
- Temporary networking problems

If everything is offline

If Plex, Seerr and the Dashboard are all unavailable at the same time, the server or internet connection may be temporarily unavailable. Wait a little while and try again. If it continues, contact Rocky with a screenshot and the time it happened.

My movie or TV show will not play

- Check your internet connection.
- Try another title.
- Restart Plex.
- Try another device if possible.
- If the issue only affects one title, report that specific title to Rocky.

Playback quality looks blurry

The most common cause is Plex quality settings. Set Local Quality to Original and Remote Quality to Maximum or Original.

Buffering during playback

Buffering can be caused by internet speed, Wi-Fi signal, device issues or quality settings. Try restarting playback, testing another title, testing another device and confirming your quality settings.

My download failed

Most download failures have the same cause

The app was closed before the download completed. If you closed Plex, Infuse (Apple devices), or Plezy (Android devices); swiped it away, forced it closed or left it in the background for too long, restart the download and keep the app open until completion.

My download is taking a long time

Large movies and shows can take time depending on file size, Wi-Fi speed, device performance and available storage. Use strong Wi-Fi, keep the app open and leave the device connected to power if possible.

I cannot find a movie or TV show

- Search inside Plex.
- If unavailable, search in Seerr.
- If it appears in Seerr, submit a request.
- If you want more visibility, check the Plex Dashboard.

I want to know what is happening with my request

Use the Plex Dashboard to view active downloads, upcoming releases, recently added content and additional request visibility.

I cannot log into Plex

- Make sure you are using the same email address Rocky invited.
- Reset your Plex password if needed.
- Check that you did not accidentally create a second Plex account.
- Ask Rocky to confirm which email address was invited if you are unsure.

I shared my Plex library with someone, but their managed users cannot see it

Cause

The library was shared with that person's Plex account only. Their managed users do not inherit externally shared libraries, and the recipient cannot re-share your server to managed users in their own Plex Home.

Resolution

- Have each additional viewer create their own free Plex account.
- The original server owner should go to Settings → Manage Library Access → Grant Library Access.
- Invite each person by Plex username or email.
- Choose the libraries and restrictions for each account individually.
- After access is granted, each person should sign in with their own Plex account.
- If desired, the other person may add those real Plex accounts to their Plex Home, subject to Plex Home limits and Plex Pass requirements.

Do not assume that sharing your server with one person automatically gives access to everyone in that person's Plex Home. External library access must be granted directly by the original server owner.

Seerr or Plex Dashboard will not open

- Check your internet connection.
- Refresh the page.
- Try another browser.
- Reopen the direct link.
- If it still fails, send Rocky a screenshot.

Self-diagnosis checklist

- Can I access the internet?
- Am I signed into the correct Plex account?
- Did I restart the app?
- Did I try another device?
- Did I check Plex quality settings?
- Did I keep Plex, Infuse (Apple devices), or Plezy (Android devices) open during downloads?
- Do I have enough free storage for downloads?
- Did I check the Dashboard for extra information?

Chapter 7 - Frequently Asked Questions

Which app should I use?

I want to...	Use
Watch content	Plex
Request content	Seerr
Track downloads or releases	Plex Dashboard
Browse the full catalogue	Plex Dashboard
Download for travel	<ul style="list-style-type: none"> • Plex (Plex Pass holders) • Infuse (Apple devices) • Plezy (Android devices)

General questions

What is Rocky's Plex Media Server?

It is a private streaming platform that allows approved friends and family to watch movies and TV shows across a wide range of devices.

What apps do I need?

Most users need Plex. Seerr and the Plex Dashboard are recommended web apps. Infuse (Apple devices) is optional for Apple travel downloads. Android users should use Plezy (Android devices) for offline travel downloads, installed using the recommended free APK method in this guide. Plex Pass holders can also use native Plex downloads.

Why should I add Seerr and Dashboard to my Home Screen or Dock?

Because they are web apps. Adding them to your Home Screen, Dock or desktop makes them feel like normal apps and means you do not need to remember or type the links every time.

Download questions

Why does Rocky recommend Infuse?

Because Plex downloads require a paid Plex Pass subscription. (Plex Pass holders can use the native Plex app to download content.) For users without Plex Pass, Infuse (Apple devices) is the Apple option and Plezy (Android devices) is the Android alternative for offline travel downloads.

Do I need Plex Pass?

No. For normal streaming, Plex works without Plex Pass. For offline downloads, Rocky recommends Infuse (Apple devices) or Plezy (Android devices). Plex Pass holders can also use native Plex downloads.

Is Infuse available on Android?

No. Infuse is not available on Android. Android users should use Plezy as the recommended Android alternative for Plex-connected offline downloads, installed using the free APK Releases method in this guide.

Can Plex Pass holders download using Plex?

Yes. Plex Pass holders can use the native Plex app to download content. Users without Plex Pass should use Infuse (Apple devices) or Plezy (Android devices).

Why did my download fail?

The most common reason is that the app was closed before the download completed. Keep Plex, Infuse (Apple devices), or Plezy (Android devices) open until the download is fully finished.

Why does Rocky keep saying to leave the app open?

Because it matters. Phones and tablets limit background activity. If Plex, Infuse (Apple devices), or Plezy (Android devices) is closed while downloading, downloads often slow, pause or fail completely.

Why does my device say it is low on storage?

Downloaded movies and episodes are stored on your device. Delete watched downloads and make sure you have enough free storage before starting large downloads.

Watching questions

Why does playback look blurry?

Check Plex Video Quality settings. Set Local Quality to Original and Remote Quality to Maximum or Original.

Why is my movie buffering?

Common causes include weak internet, poor Wi-Fi, device-specific issues or incorrect quality settings. Restart Plex, try another title and check your internet connection.

Can I watch on multiple devices?

Yes. Plex syncs progress across devices. However, each Plex account is limited to a maximum of 2 simultaneous streams.

Why is the whole server unavailable?

Rocky's Plex Media Server is privately maintained. Temporary outages can happen due to internet issues, updates, maintenance or power problems. Try again later, and contact Rocky if the issue continues.

Request questions

How do I request a movie or show?

Use Seerr at <https://seerr.rockysnas.synology.me/>. Search for the title and press Request.

Do I need to message Rocky after requesting?

No. Seerr submits the request into the platform workflow automatically.

How long do requests take?

It depends on whether the content is released and available. Some arrive quickly, while unreleased or hard-to-find content can take longer. This information is answered on the Plex Dashboard.

Can I request upcoming movies?

Yes. Seerr is useful for requesting upcoming releases before they become available, so you can view them as soon as possible.

Dashboard questions

What is the Plex Dashboard?

It is a companion web app for tracking downloads, viewing upcoming releases, browsing the catalogue and seeing key server activity.

Do I need the Dashboard?

No. Plex is enough for normal watching. The Dashboard is for users who want more visibility.

Why can't I watch content from the Dashboard?

The Dashboard is for information and discovery. Plex remains the app used for watching.

Account and Plex Home questions

Can I share my account?

Do not share your account with strangers. Access is intended for approved friends and family, and server activity is monitored by Rocky.

What can Rocky see?

Rocky can see server activity needed to manage and troubleshoot the platform, such as playback activity, active streams, devices, account usage and server performance. This helps diagnose buffering, stream limits, account sharing and server issues.

Why does Rocky limit streams?

Each Plex account is limited to 2 simultaneous streams to reduce unnecessary load and keep the experience smooth for everyone. This also helps protect Rocky's personal internet bandwidth, making sure one account cannot use an excessive amount of server resources or impact playback quality for other users.

What if my household has multiple users?

Use Plex Home for household profile switching. For larger households with more than 2 regular viewers, each person should have their own Plex account, each account should be invited separately by Rocky, and then those accounts can be added into the same Plex Home if they live in the same household.

Do Plex Home managed users inherit Rocky's shared library access?

No. Managed users do not inherit library access that was shared with the Home Admin by another Plex server owner. Library access from another server is granted only to the specific Plex account that received the invitation. To allow another person to access that server, the server owner must invite that person's own Plex account directly through Manage Library Access.

Can someone re-share Rocky's library to their own managed users?

No. A user who receives access to Rocky's Plex Media Server cannot re-share that access to managed users in their own Plex Home. If another person needs access, Rocky must invite that person's own Plex account directly.

Travel questions

What should I do before a flight?

Install Infuse (Apple devices) or Plezy (Android devices) using the recommended Plezy APK method, connect it to Plex, download content the night before, keep the app open while downloading, verify downloads completed, test offline playback before leaving, and confirm your device has enough free storage. Plex Pass holders can use the native Plex app downloads feature instead.

Should I download at the airport?

Not recommended. Download the night before on strong home Wi-Fi whenever possible.

Can I watch downloaded content without internet?

Yes. Once downloaded in Plex (Plex Pass holders), Infuse (Apple devices), or Plezy (Android devices), content can be watched offline.

Chapter 8 - Account Rules, Best Practices & Server Etiquette

A quick note from Rocky

Rocky's Plex Media Server is privately maintained for approved friends and family. Following these rules helps keep the platform secure, reliable and enjoyable for everyone.

Account rules

Account access

Your Plex account provides access to Rocky's Plex Media Server.

Please treat it responsibly.

This platform is privately maintained by Rocky for approved friends and family. Access is a privilege, not a public service.

To help keep the platform secure and enjoyable for everyone:

- Keep your account secure
- Follow the guidelines in this handbook
- Do not share your account with strangers
- Respect the stream limits and household recommendations

Failure to follow these guidelines may result in access being restricted or removed at Rocky's discretion.

What Rocky can see and why monitoring exists

Server activity is monitored by Rocky for management, troubleshooting and security. This is normal for a privately maintained media server.

- Active streams and playback activity
- Which account and device is streaming
- Approximate quality and connection behaviour
- Download or request activity where relevant
- Server performance and errors

Monitoring purpose

Monitoring is not there to be creepy. It helps Rocky diagnose buffering, monitor bandwidth limits, identify account sharing, troubleshoot playback problems and keep the server running smoothly for everyone.

Maximum 2 simultaneous streams per account

Each Plex account is limited to a maximum of 2 simultaneous streams. For most users this is more than enough. This limit helps maintain server performance and keeps Rocky's personal internet bandwidth healthy by ensuring one account cannot consume excessive resources on his end.

Plex Home and household account rules

The full Plex Home setup guide is in Chapter 2 under Plex Home: Household Profiles & Profile Switching.

The important account rule is simple: Plex Home is useful for household profile switching, but Rocky's library access still needs to be granted directly to each real Plex account.

Each Plex account is limited to a maximum of 2 simultaneous streams.

Managed Accounts and guest profiles share the Home Admin's Plex account and stream limit.

Managed users do not inherit external library access that was shared with the Home Admin by another Plex server owner.

A user who receives access to Rocky's Plex Media Server cannot re-share that access to managed users in their own Plex Home.

Larger households should use separate real Plex accounts, have Rocky invite each account directly, then add those accounts into the same Plex Home if they live together.

Request best practices

- Use Seerr instead of messaging Rocky for requests.
- Search carefully before requesting.
- Check release years for remakes and similar titles.
- Be patient with unreleased content.
- Use the Dashboard for more detailed tracking.

Download best practices

- Use Plex (Plex Pass holders), Infuse (Apple devices), or Plezy (Android devices) for travel downloads.
- Download the night before travel.
- Use strong Wi-Fi.
- Keep Plex, Infuse (Apple devices), or Plezy (Android devices) open until downloads complete.
- Verify playback before leaving home.
- Delete watched downloads after travel to free up storage.

What not to do

- Do not share your Plex account with strangers.
- Do not use one account for a large household if multiple people watch at the same time.
- Do not close Plex, Infuse (Apple devices), or Plezy (Android devices) while downloads are running.
- Do not download lots of movies at the last minute before a flight.
- Do not rely on airport, hotel or public Wi-Fi for large downloads.
- Do not message Rocky before checking Seerr, the Dashboard or the troubleshooting section for simple issues.
- Do not ignore repeated buffering, login or account sharing problems if Rocky asks you to adjust your setup.

Being a great server user

- Keep your apps updated.
- Use the right app for the right purpose.
- Respect account sharing rules.
- Respect stream limits.
- Send screenshots when reporting issues.
- Read the relevant handbook section before asking for help.

Chapter 9 - Getting Support & Contacting Rocky

Need help?

Issues can occasionally happen. Before contacting Rocky, work through the troubleshooting chapter first. Many common problems can be solved quickly.

Before contacting Rocky

- Is your internet connection working?
- Did you restart the app?
- Did you try another title?
- Are you signed into the correct Plex account?
- Did you check Plex quality settings?
- If downloading, did you keep Plex, Infuse (Apple devices), or Plezy (Android devices) open the entire time?
- If downloading, do you have enough free storage?

Information to include

Providing useful information helps Rocky diagnose issues faster.

Information	Examples
Device	iPhone, iPad, Apple TV, Samsung TV, MacBook, Windows PC
Application	Plex, Seerr, Plex Dashboard, Infuse (Apple devices), Plezy (Android devices)
Description	Briefly explain what happened
Screenshot	Include if possible, especially for errors
Internet type	Home Wi-Fi, mobile data, hotel Wi-Fi, airport Wi-Fi, public Wi-Fi
Time of issue	Useful if the server may have been temporarily unavailable

Reporting playback problems

- Title of the movie or show
- Device used
- App used
- What happened: buffering, failed playback, poor quality, audio issue or subtitle issue
- Screenshot if possible

Reporting download problems

- Were you using Plex, Infuse (Apple devices), or Plezy (Android devices)?
- What device were you using?
- Did you keep the app open during the entire download?
- How much free storage does the device have?
- Screenshot of the download screen if possible

Reporting Seerr or Dashboard problems

- Which app had the issue: Seerr or Dashboard?
- What were you trying to do?
- What happened?
- Screenshot if possible

Fastest way to get help

Example support message

Using Plex on my Apple TV. Movie keeps buffering every few minutes. Screenshot attached.

Final Note

Thank you for reading this and for actually making it to the bottom of the handbook. If you followed the guide, respected the server, kept the app open while downloading, and did not immediately message Rocky asking something that was answered three pages ago, then congratulations, you are officially one of the good ones.

This whole setup exists to make watching, requesting, tracking, and downloading feel easy, so enjoy the convenience and appreciate the ridiculous amount of work hiding behind the scenes.

Enjoy the server, appreciate the magic, and please continue being the reason why Version 3.0 of the Handbook doesn't exist (we don't ask about Version 2.0). And remember to never doubt the abilities of the Autistic / ADHD genius behind it all ;)

Saluti,
Rocky Facciolo