

Help Center > Using Netflix on your Apple TV

Using Netflix on your Apple TV

Welcome to Netflix on your Apple TV! Use this article to learn about Netflix features and how to set up and sign out of your account. If you're unsure if your device supports Netflix, follow the steps on the "Set up Netflix" tab to attempt to locate the Netflix app.

Netflix Features

Set up Netflix

Sign out of Netflix

Netflix is available on Apple TV 2 and later.

Supported Regions

Netflix is available worldwide, and most devices will work wherever Netflix is available, though some older devices will only work in the country where they were purchased. See our **Supported Region Map** for details. If you are considering purchasing a new device, check with the manufacturer to see if it supports Netflix in your region.

Older devices may ask you to go to netflix.com/activate to set up your device. These devices only support Netflix in the US and Canada.

Navigation

On most devices, Netflix lets you browse through rows of movies and TV shows, including a row dedicated to your **My List** selections. Each row represents a category (Comedies, Dramas, TV shows, etc) that we present to you based on what you've watched.

To fast forward or rewind on your Apple TV 4, ensure that your title is paused or the touch pad is selected.

Resolution

Most devices are capable of streaming Netflix in high definition on fast Internet connections and will play Netflix in their maximum supported resolution (see our **Internet Connection Speed recommendations** for more information).

Subtitles & Alternate Audio

Learn how to enable **subtitles**, **closed captions**, and **alternate audio** (including 5.1 surround sound), which are available on many movies and TV shows. To check if your device supports 5.1 audio, go to any Netflix Original to see if there is a 5.1 audio option. If not, your device does not support this feature. Many devices will let you customize the appearance of subtitles and captions. Some devices will display subtitles and captions in their default appearance or are not configured to display subtitles.

Parental Controls

Netflix allows you to set parental controls on individual profiles.

Having a problem? Visit **Troubleshoot Netflix Issues on your Apple TV** for help.

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[Apple TV 2 and Apple TV 3](#)

[Apple TV 4](#)

To connect your Apple TV to your Netflix account, make sure you are on the Home screen and follow the steps below.

Install the Netflix app

1. From the home screen, select the **App Store**.
2. In the App Store, search for **Netflix** to find our app, then choose **Get** to start installation.
3. After installation, the Netflix app will appear on the home screen.

Sign in to Netflix

1. Launch the Netflix app.
2. Choose "**Sign In** to use an existing Netflix account or **Start your free month** to create a new account.
3. After choosing **Sign In**, enter your Netflix email and password.
 - If you are billed for your Netflix account through iTunes, make sure the Apple TV is signed into the correct iTunes account and choose **Restore Purchases** when prompted for your email and password.

Your device is now connected to your Netflix account. Enjoy!

Having a problem? Visit [Troubleshoot Netflix Issues on your Apple TV](#) for help.

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To sign out of the Netflix account on your device, follow the steps below.

1. From inside of the Netflix app, press the Menu button  on the remote.
2. Choose **Settings**.
3. Choose **Sign Out**.

Once the device finishes deactivating, you can connect as a different user.

Having a problem? Visit [Troubleshoot Netflix Issues on your Apple TV](#) for help.

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Troubleshoot Netflix Issues on your Apple TV

If you're unable to stream Netflix on your Apple TV, try resolving the issue with these steps:

Apple TV 2 and Apple TV 3


Apple TV 4

- **Test the Internet connection on your Apple TV.**

1. From the main Apple TV menu, navigate to **Settings**.
2. Select **Network**.
3. Under **Connection**, ensure it says **Connected**.

If the connection test fails, see Apple's support site for help troubleshooting your Apple TV's connection to your home network. If the test succeeds, continue on to the next step.

- **Force Quit Netflix**

1. Double click the **Home** button .
2. Swipe right or left so Netflix is in focus.
3. Swipe up to force quit the Netflix app.
4. Try Netflix again.

- **Reboot your Apple TV**

1. Unplug your Apple TV for at least ten seconds.
2. Plug your Apple TV back in.
3. Try Netflix again.

- **Reinstall the Netflix app**

1. From the home screen, highlight the Netflix app.
2. Press and hold in the center of the touchpad until the Netflix icon starts to shake.
3. Press the play/pause button to delete the app.
4. Select **Yes** to confirm
5. Reinstall Netflix from the App Store and try Netflix again.

- **Check for updates.**

If your Apple TV isn't up to date with the most current software updates, it can cause streaming issues. To check for updates on your Apple TV:

1. From the main menu, select **Settings**.
2. Select **System**.
3. Select **Software Updates**.
4. Select **Update Software**.
 - If your firmware is out of date, you will see the option to **Download and Install**. Select it to upgrade your Apple TV firmware. Once you've downloaded any available updates (or if there were no updates available), launch Netflix and attempt to watch your movie or TV show again.

- **Troubleshoot network connection issues**

If you're still not able to connect to Netflix, here are some steps to **resolve network connection issues**.

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