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Solutions for mobile devices and smart TVs:

Switch the device off and on again. Test the Netflix app to see if it works.

Hard reset your device. Unplug your smart TV from the power outlet for the hard reset. ...

If you still get the error message, delete and reinstall the Netflix app on your mobile device or smart TV.

[Common Netflix error codes and how to fix them - Android Police](#)

[Netfli says 'Network error: There is a problem connecting to Netflix.'](#)

Turn off your device, then unplug your modem and router from power. After 30 seconds, plug in your modem and router. Wait 1 minute, then turn on your device. Try Netflix again.

Netfli says 'Network error: There is a problem connecting to Netflix.'