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Restart your home network

Turn off or unplug your smart TV.

Unplug your modem (and your wireless router, if it's a separate)

Plug in your modem and wait until no new indicator lights are blinking on.

Turn your smart TV back on and try Netflix again.

[Netflix Error NW-1-1000](#)

[helpflix](#)

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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.