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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 device) from power for 30 seconds.

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 : node](#)

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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.