



When Your TV Will Not Connect or Stream

A few calm checks for a blank screen, missing channel, or streaming problem.

Before You Start

Keep your device charged · Use your usual Wi-Fi · Stay signed in to your own account

- 1 Start with the television remote. Confirm that the TV is on and that the correct input is selected. An HDMI input and a streaming device often need separate remotes.
- 2 Check whether another streaming app or another device can use your home Wi-Fi. If nothing can connect, begin with the Wi-Fi guide before changing the TV.
- 3 Restart only the device that is causing trouble. Use its normal restart option first. Avoid factory reset unless you understand which sign-ins, channels, and settings it will remove.
- 4 Check that the streaming service account is current and that you recognize the charge. Do not add a subscription or share a verification code because of a pop-up or unexpected call.
- 5 Write down the TV brand, streaming device, error message, and which remote you used. That gives you or official support a useful starting point.

Official Resources: Roku - Check your network connection

When to Ask for Help: Before a factory reset, a new subscription, or sharing a verification code.

Questions You Can Ask: Which input should my TV use? · Is the problem with Wi-Fi, the TV, or the streaming app? · What error message do I see?

NOTES TO KEEP NEARBY
