

How to fix Netflix 4K error

If you're having issues with Netflix 4K or HD quality on Android or iOS, check out our Netflix 4K Troubleshooting Guide to learn how to fix it on Samsung TV, Mac, Apple TV, PS4, Android, and more.

To watch Ultra HD or 4K movies and TV shows on Netflix, your device must support 4K UHD, like a Fire TV 4K or Apple TV. Most original movies and shows on Netflix are available in this resolution.

- Download **Netflix for Android**
- Download **Netflix for iPhone**
- Download **Netflix for Windows Phone**

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A 60Hz TV or computer can play Ultra HD movies and shows on Netflix. If you have streaming issues on Fire TV, Samsung TV, Android, or iOS, check your Internet connection, which should be at least 25 MB/s.



Method 1: Check Netflix subscription plan

Step 1: Sign in to your account on your Android device. If you don't have an account, sign up for Netflix.

Step 2: Tap the three horizontal lines (More) icon in the bottom right corner.

Step 3: Select **Account** .

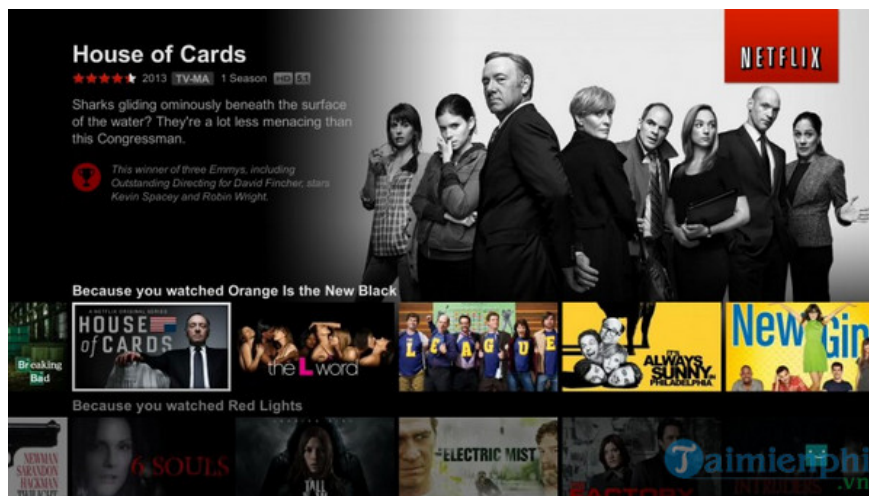
Step 4: Tap **Change Plan** to see plan details.

Netflix offers three service plans with different streaming qualities:

- **Basic:** View on 1 screen with standard resolution. Allows downloading content on 1 device.
- **Standard HD:** Watch on 2 screens at the same time, supports HD resolution.
- **Premium Ultra HD:** Watch on 4 screens in HD, Ultra HD or 4K resolution. Supports downloading content on 4 devices.

Not all content is available in HD or 4K resolution, this depends on the subscription plan.

Step 5: Choose the **Premium Ultra HD** package to ensure content can be streamed in 4K resolution.



Method 2: Check Internet connection speed to fix Netflix 4K error

Ensure an Internet connection speed of at least **25MB/s** to watch movies and reality TV shows in **4K** resolution on Samsung, Sony, Apple TV, Fire TV and other devices.

Method 3: Make sure the cable is plugged into the correct port

If you don't see the Ultra HD icon or can't play 4K content, check your cable connection. Make sure the cable is plugged into the correct port on **your Smart TV** or supported device, as some TVs only support **4K** on certain HDMI ports.

Method 4: Check if your TV supports Ultra HD or 4K resolution

Not all **Smart TVs** support **Ultra HD** streaming. Check to see if your device supports **4K Netflix**. If not, you'll need to upgrade your TV or use a supported device like **the PS4 Pro, Xbox One X, or Fire TV 4K**.

In the above article, TipsMake has just guided you on how to fix Netflix 4K errors. If you have any questions or questions that need to be answered, readers can leave their comments in the comment section below the article, TipsMake will answer your questions as soon as possible.

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