Roku Error 009: Internet Connection Fix

Roku lists 009 as an internet connection failure. Check the local network, other devices and router before changing settings.

Roku · Streaming Devices · 2026-03-16 · Updated 2026-11-14

Offline edition. Check your model and follow its manufacturer instructions. Open the current online guide.

Roku error 009 belongs to Roku's internet connection error group. The code does not name DNS, prove the router is faulty, or rule out a device-specific issue. Use the connection result to decide where to look next. Roku's official error table lists the code.

Check what is failing now

Run **Settings > Network > Check connection** if the menu is available. Roku checks the connection to the local network and then access to the internet. If the local step fails, verify the selected Wi-Fi network and password before treating this as an internet-only problem. If the local step passes and internet access fails, investigate the onward connection. Roku's connection-test instructions explain the two stages.

On a phone or computer connected to the same Wi-Fi, open a website. Turn off the phone's mobile data so it cannot conceal a Wi-Fi problem. If that device also fails, contact the internet provider or check the router's connection status. If it works, you have learned that another device can get online; you have not proved that every router setting is correct for the Roku.

Restart both ends of the connection

Restart the Roku through **Settings > System > Power > System restart**. On devices without a **Power** submenu, select **System restart** under **System**. Follow Roku's restart instructions and your router provider's restart procedure. Wait until the router's internet connection returns before running the Roku test again.

If you need to rejoin Wi-Fi, choose **Settings > Network > Set up connection** and use the current credentials. This is especially relevant after replacing a router or changing the network details. Avoid repeatedly resetting a Roku while the household's internet connection is still down.

Clear a saved connection only if needed

If reconnecting normally does not help, Roku's TV guide documents **Settings > System > Advanced system settings > Network connection reset > Reset connection**. You will need to set up the network again afterwards. This is a targeted network reset, not a full factory reset. Menu wording can vary, so use the options actually shown on the device. Roku TV user guide.

A different supported connection can provide another comparison. Use Ethernet only on a model with a compatible wired option, or try another Wi-Fi band the Roku supports. Moving the Roku closer to the router can also reveal whether the normal location is contributing. See Roku's coverage guide.

Spend money only when the evidence fits

A TP-Link WiFi range extender is a possible coverage purchase if weak signal is separately demonstrated and closer placement helps. It does not fix every 009 error, and it will not restore a disconnected broadband service. Paid link: GadgetGuiders may earn a commission at no extra cost to you.

If 009 persists, keep the exact message, Roku model, test-stage results and cross-device comparison for support. Ask the provider to help interpret router settings rather than randomly changing DNS or disabling security. If only one app fails after Roku's connection test passes, take that app's exact error to its own support team as well.

Optional shopping references, not independently tested recommendations. Verify the exact model, compatibility and seller before purchasing. These are paid links.

Equipment mentioned in this guide

Check connections and settings first. Buy only if you have established a need.

TP-Link WiFi Range Extender

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What we checked, and where

Specs, port numbers and settings paths on this page were checked against these sources. Manufacturer documentation first, professional reviews second.

- Roku restart menu includes optional Power submenu. support.roku.com

Links for offline readers

1. https://support.roku.com/en-us/article/fix-wifi-issues
2. https://support.roku.com/en-us/article/115015678567
3. https://support.roku.com/article/system-restart-your-streaming-device
4. https://image.roku.com/c3VwcG9ydC1B/RokuTVUserGuide-11-5a-US.pdf
5. https://support.roku.com/en-ca/article/improve-your-wifi
6. https://www.amazon.com/s?k=TP-Link+WiFi+Range+Extender&tag=gadgetguiders01-20

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