

How to Fix PS5 Not Accepting, Reading, or Ejecting Discs

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Quick answer

A PS5 that will not accept, read or eject discs usually has a simple cause. Work through these checks before you consider a repair.

The PlayStation 5 (PS5) is a powerful gaming console, but like any electronic device, it can run into issues. One of the most common problems users face is the PS5 not accepting, reading, or ejecting discs. If you're dealing with such an issue, don't worry, most of these problems can be resolved with simple troubleshooting steps. This article will walk you through all possible solutions..

Common Causes of PS5 Disc Drive Issues

Before diving into the fixes, let's look at some common reasons why your PS5 might not be handling discs correctly:

1. A Disc is Already Inside - Someone might have inserted a disc without your knowledge.
2. Incorrect Disc Alignment - If you're inserting the disc the wrong way, it won't be accepted.
3. Dirty or Damaged Disc - Scratches, dust, or smudges can prevent the PS5 from reading the disc.
4. Firmware Issues - A software glitch may interfere with the disc drive functionality.
5. Foreign Objects Inside the Drive - Coins, paper, or dust may obstruct the disc drive.
6. Disc Drive Malfunction - The drive itself could be faulty, requiring repair or replacement.

Now, let's go through the steps to diagnose and fix the issue.

Step-by-Step Solutions

1. Ensure Proper Disc Insertion

Many users unknowingly insert the disc incorrectly, causing the PS5 to reject it. Here's how to insert a disc properly:

- If your PS5 is in a horizontal position: The disc label should face up.
- If your PS5 is in a vertical position: The disc label should face left.

If the issue persists, move on to the next step.

2. Check if a Disc is Already Inside

Press the eject button on the front of your console. If a disc comes out, that was the reason your PS5 wasn't accepting a new disc. If no disc is ejected, proceed to the next troubleshooting step.

3. Restart Your PS5

A simple restart can resolve temporary software glitches.

1. Go to Settings > Power > Restart PS5

2. If your PS5 is unresponsive, press and hold the power button until it turns off, then turn it back on.

4. Perform a Hard Reboot

A hard reboot can clear any lingering software issues:

1. Turn off the PS5.
2. Unplug the power cord and any connected devices.
3. Wait for 30 minutes.
4. Reconnect everything and turn the console back on.

5. Try Ejecting the Disc via Software

If your PS5 won't eject a disc, try ejecting it through the system settings:

1. Navigate to the PS5 dashboard.
2. Show the game or movie on the disc.
3. Press the Options button.
4. Select Eject Disc.

If the disc still won't come out, proceed to the next step.

6. Clean the Disc

If your PS5 is rejecting or not reading a disc, check for dirt, scratches, or fingerprints:

- Use a microfiber cloth to clean the disc gently.
- Avoid using water or abrasive materials.
- Try inserting the clean disc again.

If your PS5 reads other discs but not the one you're troubleshooting, the problem is with the disc itself.

7. Try Another Disc

Insert a different PS5, PS4, Blu-ray, or DVD disc. If the second disc works, the original disc might be damaged or incompatible.

8. Check for System Updates

Sony frequently releases updates that fix software bugs. Ensure your system is up to date:

1. Go to Settings > System > System Software > System Software Update and Settings.
2. Select Update System Software.

If your console is already updated, move to the next step.

9. Boot into Safe Mode and Restart

If your PS5 is still having issues, try restarting it in Safe Mode:

1. Turn off the PS5.
2. Press and hold the power button until you hear two beeps (about 7 seconds apart).
3. Connect a controller using a USB cable and press the PS button.
4. Select Restart PS5.

If this doesn't work, try resetting the PS5 (next step).

10. Reset Your PS5 (As a Last Resort)

Warning: This will erase all data on your console. Back up your data first!

1. Boot into Safe Mode (follow the steps from the previous section).
2. Select Reset PS5 (Reinstall System Software).
3. Follow on-screen instructions to complete the reset.

If the issue persists, hardware repair might be necessary.

11. Clean the PS5 Disc Drive (Advanced)

If your PS5 isn't reading any discs, dust might be blocking the laser sensor. You can clean the drive with compressed air or a blower:

1. Power off the PS5 and unplug all cables.
2. Remove the outer panels carefully.
3. Use compressed air to clean the disc drive slot.
4. Reassemble the PS5 and test it again.

Only do this if you're comfortable opening the console!

12. Manually Eject a Stuck Disc (Advanced)

If a disc is completely stuck, you may need to manually remove it:

1. Turn off and unplug the PS5.
2. Lay it on a flat surface with the PS logo facing down.
3. Remove the base stand.
4. Slide the bottom panel off.
5. Locate the manual eject screw near the disc drive.
6. Use a Phillips screwdriver to turn the screw clockwise until the disc is visible.
7. Carefully remove the disc and reassemble the PS5.

13. Contact PlayStation Support

If none of the above methods work, your PS5 may have a hardware defect. Contact PlayStation Customer Support for repair options.

- Sony offers a PlayStation Fix & Replace service for in-warranty repairs.
- If your PS5 is out of warranty, you may need to pay for repairs.

Conclusion

A PS5 that won't accept, read, or eject a disc can be frustrating, but in most cases, it's fixable with the right troubleshooting steps. Start with basic solutions like checking for a stuck disc, cleaning the disc, and restarting your console. If the problem persists, you may need to clean the drive, manually eject a disc, or contact PlayStation support for professional repair. By following this guide, you should be able to resolve your PS5 disc drive issues and get back to gaming without further hassle!