Troubleshooting Guide for PS5 Console

How to troubleshoot PS5 console picture or sound issues

f you're experiencing sound issues, please try to update to the most [current system software](#) for your console.

- [Check inputs](#)
- [HDMI cable type](#)
- [Still having issues?](#)

Check your cables and ports

1. Connect your PS5™ console directly to your TV/display's HDMI port.
   Removing all other audio or video devices may resolve picture or sound issues.

1. Verify that the TV/display is on the correct channel.
2. Confirm that your TV/display system software is up to date and that the firmware has the latest version. Refer to the manufacturer's user manual for any additional settings that may need to be enabled to support high-resolution signals.
3. Try using a different HDMI cable.
4. Try using a different HDMI port.

[Still having issues?](#)

Check your HDMI cable

The HDMI cable that comes with your PS5 console is an HDMI 2.1 cable. Make sure the cable you're using to connect your PS5 console is HDMI 2.1.

How to troubleshoot PS5 power issues

PS5 console power issues

Select an issue below to visit the PlayStation Repairs diagnostic tool for troubleshooting steps and to check if your PS5™ console is eligible for an under-warranty repair.

How to eject a stuck disc from a PlayStation®5 console

If a disc gets stuck in your PS5™ console, you can manually eject it by following these steps.

Before you begin, you will need

- A well-lit room with a table to work on.
- A #1 Phillips or cross-head screwdriver.
- A small torch (optional).

Note: Don't turn on or play on your console while the cover is off.

For step-by-step instructions, please visit PlayStation Repairs.

How to manually eject a stuck disc from a PS5 console

1. Press and hold the power button for three seconds to turn off your PS5 console, then remove all cables and devices from the console.
2. Place the console on a soft cloth on a flat surface and remove the base.
3. Position the console so that the screw hole for the base is facing you, the PS logo is facedown and the disc slot is on your left side.
4. Place your palms near the top corners and grip the edge of the cover. Gently pull the cover up and towards yourself. You may hear a click.
   The cover lifts away.
5. With the cover removed, look for black rings on the optical drive, including a circle of black plastic film. You can remove this film, or push through it to reach the screw that it is covering. (Newer consoles may not have this plastic cover.)
6. Using a #1 Phillips or a cross-head screwdriver, turn the screw CLOCKWISE until the full disc is almost completely visible.
7. Gently remove the disc. Do not forcibly pull the disc from the optical drive.
8. Replace the bottom cover by positioning it slightly away (about 2 cm or 3/4 inch) from the top edge and sliding it back into place.
   You hear an audible click when the cover is secured.
9. Reconnect all cables and turn on the console.

How to enable and adjust 4K resolution on a PS5 console

Find out how to enable 4K resolution and adjust video output settings on your PlayStation®5 console.

How to change PS5 console resolution

Your PS5™ console detects the capabilities of your TV and automatically selects the best available resolution. You can change your resolution using the PS5 console video output settings.

1. Go to **Settings** > **Screen and Video**.
2. Select **Video Output**.
   From here you can view your **Video Output Information** or change your video output settings**.**