

## Support

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# The Compact Disc (CD) Won't Play

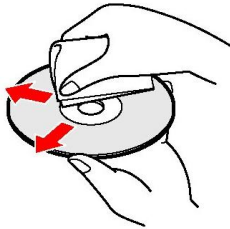
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**IMPORTANT: The playback of CD-R or CD-RW media isn't guaranteed on your device.**

Follow the steps below to troubleshoot an issue with a commercially-produced disc:

**Note:** Refer to your device's manual for model-specific information. [Go to Manuals, Specifications & Warranty.](#)

1. Make sure that the disc is inserted correctly with the label side up.
2. Use a soft, dry cloth to clean the disc.



**WARNING! There's a risk of data loss. Don't use solvents such as benzene, thinner, commercially available cleaners, or anti static spray intended for vinyl records. These products can damage the disc.**

3. Reinsert the disc, and then press the **PLAY** button to see if the disc plays.

**Note:**

- Hold the disc on the outer edge and don't touch the surface.
- Only press the **PLAY** button once. If you press the button more than once, the disc will stop playing. If this button doesn't work, repair may be required.

4. For disc players with a **HOLD** switch, make sure that the switch is set to the **OFF** position.
5. Try to play a couple of different discs.

**Note:** If the issue doesn't occur, the previous disc is faulty. Otherwise, continue with the troubleshooting steps.

6. If applicable, reset the CD player.

**Note:** If your device doesn't have a **RESET** button, or steps to reset the memory:

1. Unplug the power cord and remove the batteries, if applicable.
  2. Let your device sit for a couple of minutes without power.
  3. Plug the power cord back to in to the AC power outlet.
7. If the disc still won't play, open the disc compartment, and let your device sit for about one hour to allow any moisture condensation to evaporate.
  8. If your device doesn't play any of the discs, the laser pick up may be dirty.

**IMPORTANT: CD or DVD player lens cleaners are not recommended. Only a factory-trained technician can clean the lenses.**

If the issue still occurs, repair may be required.

**For all Sony products (EXCEPT VAIO computers):** To send your product to a Sony facility to be repaired or to check the status of the a repair, [visit our eService web site](#).

**For VAIO Computer products:** Please call 1-888-4SONYPC (476-6972) for service information for your product. To check the status of your VAIO product repair, have your phone number or Best Buy service number available and call 1-800-433-5778.

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