



# Tech Info Library

## 3.5 Disk Drive: Ejection Problems

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Security: Everyone

### 3.5 Disk Drive: Ejection Problems

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Whenever a diskette from either a 800K Macintosh internal or external or a UniDisk 3.5 disk drive does not fully eject, the user must push the diskette back in and attempt to eject it electronically. For the Macintosh, this can be done by holding down the <SHIFT> and <COMMAND> (cloverleaf) keys and pressing '1' (for the internal drive) or '2' (for the external drive). The EJECT command from the FILE menu can also be used. For the UniDisk 3.5, the user can press the eject button on the front of the UniDisk. For either disk drive, the user should attempt this two or three times. As a last resort, a large paper clip can be inserted into the pin hole located to the right of the slot where the disk is inserted.

NOTE: Misalignment of the drive mechanism relative to the bezel, might cause extra drag friction on the floppy that is being ejected and thus cause the eject cycle to be interrupted. The June 1986 Service Mailing will instruct dealers on how to perform this alignment procedure.

IMPORTANT: Once the diskette becomes "frozen" and does not fully eject, the user must NOT force the diskette by pulling it out from the drive. Doing so can cause possible damage to the disk drive mechanism. If the user has tried to forcibly remove the diskette from the disk drive, refer to "Removing Diskettes Which Will Not Eject" below.

In addition to the precautions discussed above, the user should be aware of other factors which can affect the insertion and ejection of a diskette.

- A diskette should be inserted by pressing the diskette gently into the drive. Avoid grasping and pushing the diskette, as this may cause the diskette to go in only part way and stop. If this happens the user should attempt to eject the diskette as described above.

- Diskettes which contain three or more labels may not slide easily into and out of the diskette slot in the case. Should a third label be required, either the other labels should be removed first or the diskette should be discarded.

Technicians should also exercise care when removing or installing a Macintosh Internal disk drive mechanism. If the diskette opening in the disk drive mechanism is not properly centered, binding or friction may cause ejection problems. Refer to the Macintosh Technical Procedures for the proper installation procedures.

#### REMOVING DISKETTES WHICH WILL NOT EJECT

If a diskette becomes "jammed" in a customer's disk drive, the following procedure should be used to remove it prior to returning the disk drive.

1. Remove the disk drive. Refer to the Technical Procedures to do this.
2. If the disk drive is a Macintosh Internal drive, remove the RFI shield from the mechanism.
3. Place the disk drive mechanism on a flat surface, with the Printed Circuit Board facing down and the diskette opening facing you.
4. If the diskette is not already fully inserted into the disk drive, push it in until it is properly seated.
5. Press the eject lever at the right side of the disk drive.
6. Turn the disk drive so that the left side is facing you.
7. Located the small arm with a cylindrical cog at its end. This arm is located near the left-to-right center of the drive mechanism. This cog will be caught in the half-moon depression of the diskette case.
8. Insert a small screwdriver between the arm mentioned in step 7 and the diskette case. Gently move the arm away from the diskette until the diskette pops forward slightly. Remove the diskette from the disk drive.
9. Return the defective disk drive to Apple and follow the instructions in Technical Procedures to replace the disk drive with a new unit.

Compliments: Clayta Morand, Apple Service Product Support

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