Tech Info Library

CD300i Plus: Removing Stuck CD-ROM (3/94)

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Revised:        3/16/94
Security:       Everyone
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TOPIC ---

I have a CD-ROM installed in my CD300i Plus drive, but I don't have an icon for
it on the desktop and the tray will not open when the Open/Close button is
pushed. How do I remove a stuck CD-ROM?

DISCUSSION --

WARNING: Turn off your computer before you attempt to eject the tray using
         a paper clip. If you don't turn off the computer, you may damage
         the CD-ROM drive.

1) Turn off your computer

2) Locate the small pinhole to the lower right of the CD-ROM tray opening.

3) Insert the end of a large straightened paper clip firmly and
   horizontally into the pinhole.

4) Push gently until the tray is released, then carefully pull the tray
   open.

Do not force the tray open; wait until the paper clip has dislodged it or you
may break the front of the tray.

Support Information Services

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