

CD, CDRW, or DVD Drive Door Stuck

(Example: HP Pavilion Desktop PCs)

Alternative methods of opening a CD tray that will not eject normally. The necessity to manually eject the CD tray can be caused from a loss of power to the drive, incorrect insertion of an optical disc, or an internal mechanical failure of the CD drive. If the optical drive does not have the manual eject feature and the CD tray will not open by using the steps in this document, the CD, CDRW, DVD drive may need to be replaced.

Opening the HP CD-Writer to retrieve a disc

If the drive door button is a long clear plastic bar, press firmly on the right side of bar.

If the drive door button is part of a plastic door covering the drive, open the door and press the EJECT button on the faceplate of the drive.

Restart the computer and press the eject button on the front of the drive when the first screen appears (before Windows launches). If the drive door opens this way but does not open in Windows, another software program is taking control of the CD driver. Try shutting down or configuring any programs that write discs or monitor the CD drive.

If the tray still will not eject, try the suggestions below:

1. Double-click the My Computer icon on the desktop (or click Start and My Computer in Windows XP). Right-click the CD, CDRW, or DVD drive, and then click Eject.
2. Doubleclick MY COMPUTER and select the drive whose door is stuck. If your keyboard has a CD Eject key, press it. The eject key is usually placed by the volume knob and is marked by a triangle pointing up with a line underneath.
3. This will work sometimes when the above fails if you have Roxio CD Creator.
Go to Start->All Programs->Roxio easy CD creator->Applications->Direct CD format utility, select EJECT.

4. When all the above fails to open that CD tray, attempt a manual open

Close all programs and shut down the computer.

Unplug the PC from the power outlet.

Locate the manual release hole in the CD Writer faceplate of the drive (not always found in newer models). This is a small hole under the door that is a little bigger than the diameter of a paper clip. The location of the manual eject hole will vary .

Insert a straightened paperclip into the manual release hole until resistance is felt.

Once the resistance is felt, keep pushing the paper clip until the drawer comes out about a quarter of an inch.

Remove the paper clip and gently pull out the drawer until the disc is accessible.

Remove the CD and turn on the computer.

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