CD-ROM problems

Q: My computer is freezing when I'm using the CD-ROM. What's wrong?

A: Eject the CD from the drive. If you need to, go ahead and restart and eject the disk while the computer is rebooting. Once you've restarted, try putting an audio CD in the drive.

With an audio CD, you can test to determine whether the CR-ROM drive is physically operating.

If the audio CD plays without freezing the computer, your troublesome CD may just need some cleaning.

You can buy a CD-ROM cleaning kit. Or, using a mild dish soap, water, a soft cloth and a gentle touch will do. Remember to clean from the center of the CD disk out.

If your computer is still freezing, it is possible that there is a software conflict and you should seek the help of a technician.

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