

Optical Drive Problems - Toshiba S300-EZ1511 User Manual

S300-ez1511 user's guide

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Optical drive problems

You cannot access a disc in the drive.

If the optical drive is an external drive, make sure that the drive's cable is properly connected to the computer.

Make sure the tray that holds the optical disc is closed properly.

Press gently until it clicks into place.

Open the tray and remove the disc. Make sure the tray is clean.

Any

dirt or foreign object can interfere with the laser beam.

Examine the disc to see if it is dirty. If necessary, wipe it with a clean cloth dipped in water or a neutral cleaner.

Replace the disc in the tray. Make sure that the disc is lying flat, label side up. Close the tray carefully, making sure it has shut completely.

You press the disc eject button, but the drive tray does not slide out.

Make sure the computer is connected to a power source and turned on. The optical drive eject mechanism requires power to operate.

Make sure a program is not accessing the drive and preventing it from ejecting.

If you need to remove a disc and cannot turn on the computer (for example, if the battery is completely discharged), use a narrow object, such as a straightened paper clip, to press the manual eject button. This button is in the small hole next to the optical drive eject

button on the face of the optical drive tray.

Some discs run correctly but others do not.

Check that the type of disc you are using is compatible with your optical drive. For more information regarding supported optical media formats, refer to the complete detail specifications for your

computer at pcsupport.toshiba.com.

If the problem is with an optical data disc, refer to the software's documentation and check that the hardware configuration meets the program's needs.

Never use a pencil to press the manual eject button. Pencil lead can break off inside the computer and damage it.

If Something Goes Wrong

Resolving a hardware conflict

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