

If you can't eject a CD or DVD or open the drive tray



Products Affected

Desktop Computers, Portable Computers

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Symptoms

Learn what to do if you can't eject a CD or DVD (stuck media) from a drive tray.

Note: Troubleshooting slot loading optical drives is addressed in another article.

Resolution

Tip: Make sure the CD or DVD disc is not in use. Quit all applications that are using files on the disc.

1. Press the Media Eject key at the top-right corner of the keyboard.
2. If that doesn't work, drag the disc's icon to the Trash.
3. If that doesn't work, restart the computer, then hold down the mouse button or trackpad button while the computer is starting up, until the disc is ejected.
To restart, choose **Restart** from the **Apple** menu.

If you are unable to remove the disc from the drive please contact Apple, contact an Apple Authorized Service Provider, or make an appointment with an Apple Retail Store for additional troubleshooting, evaluation, or service.

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