DuoDock And PowerBook: Manual Separation (5/96)

Article Created: 14 May 1996

TOPIC ---

I have a PowerBook Duo that is stuck in my DuoDock. It will not eject. How do I
get it out?

DISCUSSION --

There are a couple of different steps to take to determine why a PowerBook Duo
will not eject from a DuoDock.

Step 1

Verify that the DuoDock is plugged into a known working outlet. Without power,
the eject button will not work.

Step 2

Check the position of the lock on the left side of the unit. A DuoDock has a
locking mechanism to deter theft. It should in the open position (the "open
lock" icon). If the DuoDock is locked, neither the electric nor manual eject
buttons work.

Step 3

Verify that a new monitor or other heavy object has not recently been placed on
top of the dock. In some cases, heavy monitors cause the upper case to bow,
pinching the Duo inside the dock.

Step 4

Take a key and insert it into the manual eject slot, located half-way back on
the left side of the dock. Push the key. This will disengage the DuoDock locking
mechanism. The Duo may need to be wiggled or nudged from side to side or a
gentle push of the Duo further into the dock while holding the key in will
usually release it. If the DuoDock is making a clicking sound the power supply
may failing. This disables the electrical eject mechanism.

```
Step 5
------
If the above steps fail the following steps can be used. They are more involved,
if you do not feel comfortable performing these steps, take the unit to your
Local Service Provider to have the Duo removed.

***Note do not give the following information to customers as it defeats the
security of the Duo Dock***

Step 6
------
Remove all power from the unit.

Step 7
------
Remove all other connectors, cables and anything on top of the unit.

Step 8
------
Remove the cover to the DuoDock. If the Duo were not in the dock, the lid would
normally be removed by inserting your thumbs into the opening where the Duo fits
and squeezing the left and right edges. Then lifting the cover to about 30
degrees and removing it.

With the PowerBook Duo in the dock the cover can be removed but it is a bit more
difficult. Use something like a butter knife - thin but strong. Insert the blade
about one inch into the slot between the Duo and the dock on the left side of
the Duo. Using the edge of the PowerBook Duo as a fulcrum to spread the "mouth"
of the DuoDock, and lift the lid on that side. Once the left side is released,
keep tension on it so the lid does not lower and lock into position again.  Then
repeat the process for the right side of the dock. When both sides are released,
lift the lid and remove.

Step 9
------
Release the latch by pushing the manual eject button on the left. Observe the
sliding "plate" that runs through the middle of the dock, near the rear of the
PowerBook Duo. The connection between the Duo and the dock consists of one large
electrical connection in the center with two round locating and grounding pins
on either side of it and two square locking "lugs" on either side of the
locating pins. These square lugs should be lifting when the manual eject is
pushed. If they are not be lifting far enough. Try these steps:

Step A
------
Try a longer key in the manual eject hole.

Step B
------
Try moving the eject mechanism by hand until it stops to the far right.

Step C
------
```

Take the tool previously used to open the dock lid and insert it between the
rear of the PowerBook Duo and the "Bay" or "Pan" that it sits in. Lift either of
the square lugs while moving the PowerBook Duo left to right or pushing in. Do
not lift the PowerBook Duo until the latch has released.

Keywords: kpbook

==

This information is from the Apple Technical Information Library.

19960523 07:27:44.00

Tech Info Library Article Number: 19779