

This document includes 4 parts: [Detail Steps to Use](#), [Common Failure and Solution Steps](#), [FAQs](#), Please click to jump to the corresponding location.

PART 1: Steps to Use This Drive

Step 1: Please plug the CD/DVD drive into your Mac computer **directly** unless you must use a Hub.

Why is Hub not recommended? The Hub will weaken the power so that the CD/DVD drive may not get enough power to run.


Step 2: Please refer to the steps below to read, burn, rip your CDs and DVDs.

Mac OS cannot detect an external CD/DVD drive unless there is a disc in the player. Please insert your CDs or DVDs into ROOFULL drive, and after a few seconds, you will see the icon.

Then, click the link below to switch to the corresponding steps and instructions:


- [Play CDs with Apple Music or VLC player](#)
- [Play DVDs with Apple DVD Player or VLC player](#)
- [Burn a Music/Audio CDs or DVDs with Apple Music](#)
- [Store Information on CDs and DVDs \(Data Disc\)](#)
- [Burn Image \(.dmg file\) to Disc](#)
- [Burn a Playable DVDs \(No detailed steps listed\)](#)
- [Import Songs from CDs Into Music on Mac](#)
- [Rip \(Digitize\) DVDs with HandBrake](#)

Play CDs with Apple Music or VLC player:


Step 1. In the **Music** app  (previously known as iTunes) on your Mac, insert an audio CD into ROOFULL drive that's connected to your Mac computer. If you don't see information for the CD, select the CD below Devices in the sidebar.


Step 2. If a dialog appears (depending on what you chose to happen when you insert a CD), click Cancel.

Step 3. Play a song from the CD by double-clicking it.

Step 4. You can also try a third-party media player like **VLC player** . **Steps:** [Download VLC player](#) -- Drag to install -- Authenticate -- Type in your Admin's username/password -- Complete installation -- Open VLC player -- Go to "File" -- Click "Open Disc" -- In the "Open Source" window, make sure the "Audio CD" tab is selected -- Click "Open" to start playing the audio CD.

Play DVDs with Apple DVD Player or VLC player:

Step 1. Insert a disc, and the **Apple DVD Player** app  starts playing the disc. If the disc doesn't play automatically, press the Space bar after the disc is recognized. (Tip: You can also open the DVD Player app using Siri or searching with Spotlight.).


Step 2. If you do not like the built-in Apple DVD player app to play DVDs, you can try a third-party app called **VLC player**  (**Steps:** [Download VLC player](#) -- Drag to install -- Authenticate -- Type in your Admin's username/password -- Complete installation -- Open VLC player -- Go to "File" -- Click "Open Disc" -- In the "Open Source" window, you can Disable the DVD menu so that the video DVDs will play automatically)

Step 3. You can also choose try other media players like: [5KPlayer](#) (free), [Kodi](#) (free), Quicktime (Built into Mac OS) , [Macgo Mac Media Player](#) (free).

Step 4. Modify the default DVD player: System Preferences (Apple upper left) -- Fine "CDs & DVDs" -- Click "When you insert a video DVD" -- Click "Open other application" and choose the DVD player you want.

Step 5. About Region Code: If the DVDs region code does not match the DVD drive, it will pop up a window and ask you to modify the region code, please select the correct region code. If your DVDs are from the U.S. or CA, please set the region code to #1. (CDs are not region coded, no restrictions.)

Burn a Music/Audio CDs or DVDs with Apple Music:

Step 1. In the Music app  on your Mac, create a playlist that contains the songs or files you want to burn to the disc.

Step 2. Choose **View** > as Songs and make sure the items you want to include have a checkmark beside them. If you do not see checkboxes to the left of the song titles, choose Music -- **Settings**, click **General**, then make sure **Songs list checkboxes** is selected.

Step 3. Insert a blank CD or DVD disc.

Step 4. Select the playlist, then choose **File** > choose **Burn Playlist to Disc**. If **Burn Playlist to Disc** doesn't appear in the File menu, the playlist you selected can't be burned to a disc because it contains items with usage restrictions (for example, a song your computer isn't authorized to play).

Step 5. Select a disc format.

Step 6. If you are creating an audio CD, choose your options:

- *Change the recording speed: Choose an option from the Preferred Speed pop-up menu.*
- *Change the amount of silence between songs: Select Gap Between Songs.*
- *Set all the songs on the disc to play at the same volume: Select Use Sound Check.*
- *Include information that disc players in some vehicles can display: Select Include CD Text.*

Step 7. Click **Burn**. (It might take several minutes to burn a disc. You can cancel the burn by clicking the

Cancel button next to the progress bar, but if you are using a CD-R or DVD-R disc, you will not be able to use it again)

Step 8. If the playlist contains more items than will fit on the disc, insert another disc to continue burning the remaining items.

Store Information on CDs and DVDs (Data Disc):

Step 1. Insert a blank disc into your optical drive. If a dialog appears, click the pop-up menu, then choose Open Finder. Select **Make this action the default** if you want to open the Finder every time you insert a blank disc.

Step 2. The disc appears on your desktop.

Step 3. Double-click the disc to open its window, then drag the files and folders you want to burn to the window. Aliases to the files are placed in the disc window. The original files are not moved or deleted.

** If you want to burn the same files to discs multiple times, use a burn folder.*

Step 4. Arrange and rename the files. When the disc is burned, the items on the disc have the same names and locations that they have in the disc window. After the disc is burned, you can not change the items.

Step 5. Choose **File > Burn [disc]**, then follow the onscreen instructions. The files that the aliases point to are burned to the disc. In addition, if the folders you add to the disc contain aliases, the files those aliases point to are also burned to the disc.

Step 6. To erase the contents of a rewritable disc, Control-click the optical drive in the Finder sidebar, then choose **Erase Rewriteable Disc** from the shortcut menu.

Burn Image (.dmg file) to Disc:

Step 1. Insert a blank disc into your optical drive.

Step 2. The disc appears on your desktop.

Step 3. Double-click the disc to open its window, Control-click the disc image file, choose “Burn Disc Image [disc name] to Disc” from the shortcut menu, then follow the instructions.

Burn a Playable DVDs (No detailed steps listed):

Step 1. A playable DVD should be in DVD-VIDEO format, which contains an empty AUDIO_TS folder and a VIDEO_TS folder with VOB, BUP, IFO files.

Step 2. Video DVD is playable on a DVD player. It has menus and chapters to help you quickly navigate through the contents of the disc.

Step 3. But data DVD is not a playable DVD. It is more like a hard drive or a USB stick, used to store media files, photos, installation packages, and more. Most brands of DVD players such as Philips, JVC,

LG can not recognize data DVD.


Step 4. You can burn a playable DVDs through Disk Utility or Command Line, but the burning experience is not good, you may need to purchase third-party software to complete the playable DVDs burning. For specific steps, please refer to their official introduction:

<https://www.cisdem.com/resource/free-burn-dvd-on-mac-with-fast-speed.html>

<https://www.winxdvd.com/dvd-author/how-to-burn-a-playable-dvd-on-mac.htm>

Import Songs from CDs Into Music on Mac

You can import songs from CDs into your music library. Once you import songs, you can listen to them without having the original CD in the disc drive.

Step 1. In the Music app  on your Mac, insert your audio CDs into ROOFULL CD/DVD drive and wait a few seconds until disc appears on your desktop. If you do not see information for the CD, select the CD below Devices in the sidebar.

Step 2. Choose what you want to do in the window that appears:

-- Import all songs on the CD: Click Yes. Music starts importing the CD until it is finished.

-- Prevent certain songs from being imported: Click No.

Step 3. When the list of songs appears in the Music window, click to remove the checkmark next to any songs you do not want to import. If you do not see checkboxes next to the songs, choose Music -- Settings, click General, then make sure "Songs list checkboxes" is selected.

Step 4. To add the selected songs to your library, click Import CD near the top right of the Music window.

Step 5. Select your import settings, then click OK.

Step 6. Music imports most songs in a few minutes, and an entire CD in about 10~20 minutes. Once the songs are imported into your music library, you can play them, create a playlist with them, and more.

Rip (Digitize) DVDs with HandBrake

You will need some free space on your Mac. DVDs are quite big: they are likely to hold somewhere between 700MB and 9.4GB of files

Step 1. Insert your DVDs into ROOFULL CD/DVD drive and wait a few seconds until disc appears on your desktop.

Step 2. Rip unprotected DVDs:

-- Open Disk Utility (found within Applications > Utilities). Locate your DVD and click on it; you will be presented with several options. You should choose New Image which is in the centre along the top.


-- The next option to look out for is Image Format, which you should set to DVD/CD Master.

-- Set Encryption to None.

-- Hit save and the DVD will start copying to the destination you selected.

-- When the process is complete, you can safely eject the disc.

Step 3. Rip copy-protected DVDs (Ripping a copy-protected DVD, even if it is for your own personal use, is illegal)

- Download and install the [HandBrake software](#) 
- Download [libdvdcss](#). With the libdvdcss software on your Mac, the following steps should allow you to rip your DVDs.
- Insert your DVDs into ROOFULL drive with HandBrake open in the background. HandBrake should pick up your DVDs automatically, but if it does not, select Source and locate the DVD in the popup window.
- Now adjust the output settings. We suggest setting Format to MP4 as that can be played back on both Mac and iOS devices.
- We also suggest setting the rip to a maximum Target Size (MB) of 750MB, as this makes it easier to share with other devices. But if you let HandBrake rip the DVDs at the maximum allocated size you will receive the best quality possible if you are just watching on Mac and do not care about space, go for this option.
- Hit Start and wait for the HandBrake magic to happen. Once complete, you will be able to view your film on your Mac and transfer it to an iOS device to watch it on the go.

Step 3: After the playback stops, please [right-click the CD/DVD drive icon to eject your disc](#).

Why can't the disc be ejected with the button? When the playback is closed, in order to reduce power consumption, the Mac OS will automatically put the optical drive into sleep mode, so pressing the button on the drive cannot eject the disc. You have to replug the drive and activate the drive to eject the disc via the button.

PART 2: Common Failure and Solution Steps [\[Back to Top\]](#)

Failure 1: Mac doesn't recognize the CD/DVD drive even though I put a disc in.

Solution 1: Please try a different CDs or DVDs.

Solution 2. For Mac laptop, please plug in external power adapter.

Solution 3. Plug the CD/DVD drive [directly](#) into your Mac computer's USB port instead a USB hub.

Solution 4. Try all USB port on your Mac, and make sure the drive is properly plugged in.

Solution 5. Check your preferences: Click the Finder icon -- Choose Finder -- Choose the Preferences -- Under the General section, make sure you have set it to show the external disks and CDs DVDs.

Solution 6. If the CD/DVD drive you purchased has an extra power supply cord, you can get extra power through an USB power adapter (Your idle phone/table charger) for this external CD/DVD drive.

** Please do not plug data cable and power cord into one Hub.*

Solution 7. Please push the DVD Drive front panel (where you load the disc) HARD to ensure better inner power contact (the inner SATA interface may be loosened during long-distance transportation)

Solution 8. Reset SMC. SMC, standing for system management controller, is responsible for certain issues related to battery, power, fans, and more. In many cases, the external DVD player is not showing up or is not recognized by Mac because it does not get enough power. So you are suggested to reset the SMC of the Mac. Resetting the SMC can solve various power/battery-related issues and other common problems. Before you start, disconnect the external DVD drive and any other non-essential devices.

Step 1. Shut down your Mac computer.

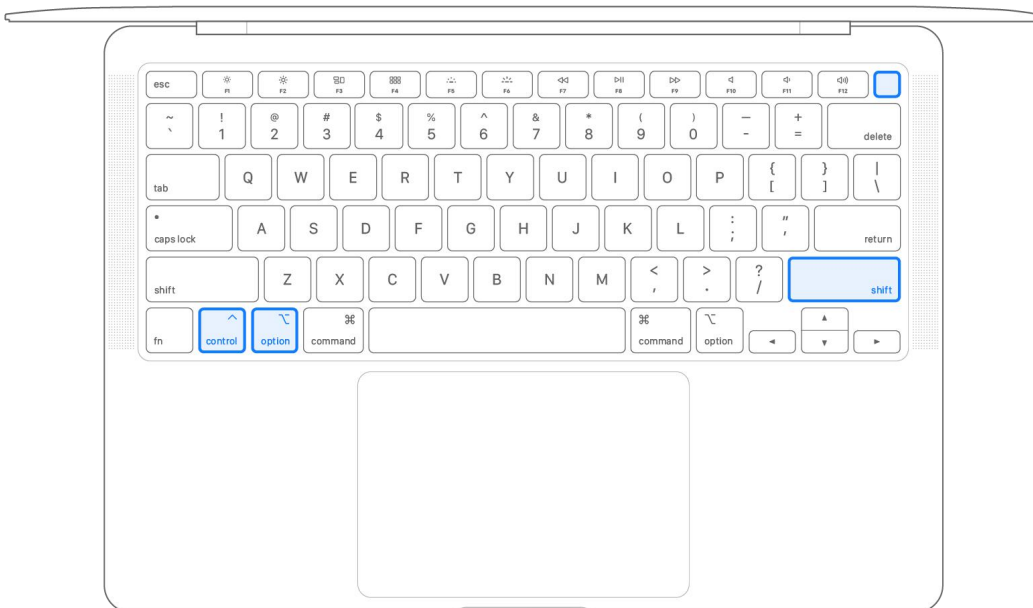
Step 2. Press and hold the Control + Option + Shift key for 7 seconds.

Step 3. Press and hold the power button while also hold the other 3 keys for another 7 seconds.

Step 4. Release all of the keys and wait for a moment.

Step 5. Restart your Mac after it boots.

Different models of Macs will be slightly different in operation, please check detailed instructions on [Apple support page](#).



Solution 9. If the problem is not resolved, please click and message us directly at support@roofull.com and we will assist you further or arrange a replacement for you.

Failure 2: Mac cannot read CDs.


Solution 1. See if the disc is dirty or damaged, or try different CDs.

Solution 2. Please try different media player app, you can try Apple Music and a third-party VLC player (Download links and usage steps are above this documentation).

Solution 3. If the problem is not resolved, please click and message us directly at support@roofull.com and we will assist you further or arrange a replacement for you.

Failure 3: Mac cannot read DVDs.

Solution 1. See if the DVDs is dirty or damaged, or try different DVDs.


Solution 2. If you use Apple DVD Player app  to play DVDs, once you insert a DVDs with a region code which doesn't match the current DVD drive, it will ask you whether you want to change the region code, please set the region code to the right number and try it again.

Step 1. Insert a DVD into your Mac that has a different region code than the one your DVD drive is set to.

Step 2. If you haven't reached the 5 maximum DVD region change limit, you're asked whether you want to change the DVD region. Choose a region that matches the DVD region (For the US and CA DVDs, please choose number 1. For DVDs in other regions, please [check it here](#))

If you're not asked to change your DVD region and the DVD plays, your DVD drive is already set to a compatible DVD region for that disc.

If the DVD drive reaches the maximum number of changes, DVDs that don't have a compatible DVD region code are ejected.

Solution 3. VLC player  is not restricted by region codes and can play discs in multiple regions, you can try it. (Download links and usage steps are above this documentation).

Solution 4. For Mac laptop, please plug in external power adapter.

Solution 5. Plug the CD/DVD drive directly into your Mac computer's USB port instead a USB hub.

Solution 6. Try all USB port on your Mac, and make sure the drive is properly plugged in.

Solution 7. Check your preferences: Click the Finder icon -- Choose Finder -- Choose the Preferences -- Under the General section, make sure you have set it to show the external disks and CDs DVDs.

Solution 8. If the CD/DVD drive you purchased has an extra power supply cord, you can get extra power through an USB power adapter (Your idle phone/table charger) for this external CD/DVD drive. **Note:** Please do not plug data cable and power cord into one Hub.

Solution 9. Please push the DVD Drive front panel (where you load the disc) HARD to ensure better inner power contact (the inner SATA interface may be loosened during long-distance transportation)

Solution 10. Reset SMC. SMC, standing for system management controller, is responsible for certain issues related to battery, power, fans, and more. In many cases, the external DVD player is not showing up or is not recognized by Mac because it does not get enough power. So you are suggested to reset the SMC of the Mac. Resetting the SMC can solve various power/battery-related issues and other common problems. Before you start, disconnect the external DVD drive and any other non-essential devices.

Step 1. Shut down your Mac computer.

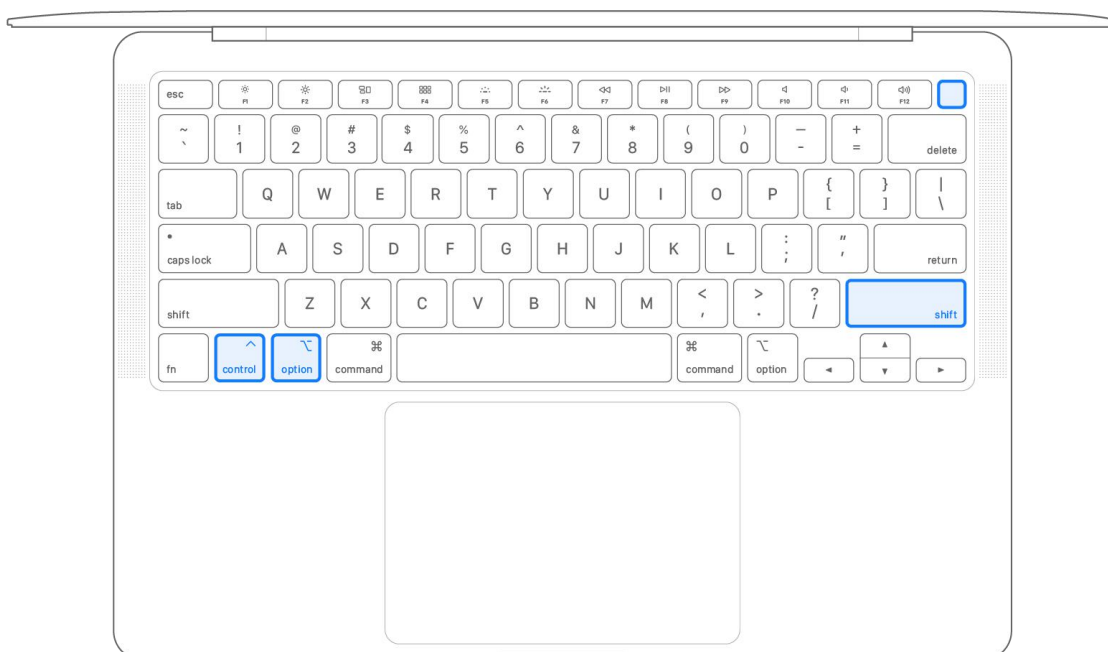
Step 2. Press and hold the Control + Option + Shift key for 7 seconds.

Step 3. Press and hold the power button while also hold the other 3 keys for another 7 seconds.

Step 4. Release all of the keys and wait for a moment.

Step 5. Restart your Mac after it boots.

Different models of Macs will be slightly different in operation, please check detailed instructions on [Apple support page](#).



Solution 11. If the problem is not resolved, please click and message us directly at support@roofull.com and we will assist you further or arrange a replacement for you.

Failure 4: Mac cannot eject DVDs.

Solution 1. Please right-click the CD/DVD drive icon to eject your disc.

Solution 2. If the disc icon is not visible on the desktop, please try these two steps:

Step 1. Unplug the CD/DVD drive and replug it directly into your Mac computer's USB port and press the button to open the tray.

Step 2. If step 1 doesn't work, please use a toothpick or a paperclip to press the button in the hole and get your disc back.



Press this button to open the tray

The forced eject button is in this hole, use a toothpick or paper clips to open the tray.

Solution 3. If the problem is not resolved, please click and message us directly at support@roofull.com and we will assist you further or arrange a replacement for you.

PART 3: FAQs [\[Back to Top\]](#)

Q: I don't see the data cable.

A: For some models of external optical drives, the data cable is on the back of the device, and the cable you see may only be the power cable.

Q: Will the indicator light stay on during working?

A: No! The indicator light will flash during reading a disc, and will go off when stopping reading.

Q: Is it normal to have noise during work?

A: It will make some noise when reading the disc at first, but it will disappear after finishing reading. This is normal and will not damage your disc, please don't worry. Please fasten the disc on the tray and keep the disc rotating horizontally.

Q: Why doesn't ROOFULL CD/DVD drive work on Chromebook?

A: It can work with Chrome OS. However, optical disk support in Chrome OS is very limited:

1. Data only. Music CDs and video DVD/BDs are not playable.
2. Read only. You cannot burn any type of disks.

Q: Incompatible Devices

A: ROOFULL CD/DVD drive, as well as most other similar devices cannot work with iPad, iPhone, Android phone, Android tablet, Android TV, Car, Truck, Project.

Q: Does ROOFULL drive play Blu-ray disc?

A: No! ROOFULL drive only support reading, burning, ripping CDs and DVDs.

Q: I want to know all the area codes

A: These are the DVD region codes:

Region 1 – Canada, the United States, and U.S. territories.

Region 2 – Japan, Europe, South Africa, the Middle East (including Egypt) and Greenland.

Region 3 – Southeast Asia, and East Asia (including Hong Kong).

Region 4 – Australia, New Zealand, the Pacific Islands, Central America, Mexico, South America, and the Caribbean.

Region 5 – Eastern Europe, Russia, the Indian Subcontinent, Africa, North Korea, and Mongolia.

Region 6 – China.

Region 7 – reserved for unspecified special use.

Region 8 – Special international venues for air and oceanic travel.