


This document includes 4 parts: [Steps to Use This Drive](#), [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 data cable **directly** into your computer's USB port instead of a USB hub.



1. After plugging, the CD/DVD drive will be installed automatically within seconds, and you will see the DVD RW drive icon  in My Computer Window. If the CD/DVD drive is not recognized, please click to check the corresponding troubleshooting method.
2. Some models have two cables (data cable and power supply cord), please do not use the power supply cord alone. **For some optical drives, the data cable is located on the back of the device.**
3. 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.


Click the link below to switch to the corresponding steps and instructions:

- [Play CDs with Windows Media Player or VLC player](#)
- [Play DVDs with VLC Player or Other Apps](#)
- [Burn CDs \(or data DVDs\) with Windows Media Player](#)
- [Burn Playback Video DVDs](#)
- [Rip CD with Windows Media Player](#)
- [Rip \(Digitize\) DVDs with VLC Player](#)
- [Rip \(Digitize\) DVDs with HandBrake](#)
- [Rip \(Digitize\) DVDs with WinX DVD Ripper](#)
- [Rip \(Digitize\) DVDs with WonderFox DVD Ripper](#)
- [Rip \(Digitize\) DVDs with Free DVD Ripper](#)

Play CDs with Windows Media Player or VLC player:

1. Insert the disc you want to play into the drive. Typically, the disc will start playing automatically. If it doesn't play, or if you want to play a disc that is already inserted, open Windows Media Player  , and then, in the Player Library, select the disc name in the navigation pane.
2. You can also use a free third-party app to play your audio/music CDs like: VLC player  ([download it here](#)).

Play DVDs with VLC player or Other Apps:

Step 1. Windows media player app can only play audio CDs, data CDs, and data DVDs, if you want to play video DVDs and don't want to buy a paid Microsoft DVD player, you can use a third-party free VLC Player  ([download it here](#)).

Step 2. If you do not want VLC player, we also recommend you try other free apps like: Macgo Free Media Player ([download](#)), KMPlayer ([download](#)), PotPlayer ([download](#)), GOM Player ([download](#)), 5KPlayer ([download](#)).

Step 3. Make sure your video DVDs is from the US or Canada. If you want to play video DVDs from other countries, you need to modify the region code of the DVD drive, but each DVD drive only has 4 times to modify the region code. Please click [here](#) for detailed instruction about region code.

Step 4. Insert a disc and wait seconds until the drive recognizes your disc (the drive icon will change).

Step 5. Right-click the DVD drive icon and select app (e.g. VLC player) to play video DVDs.

* When you copy music, pictures, and videos from your PC to a blank CD or DVD, it's called "burning." When you copy music, pictures, and videos from a CD or DVD to your PC, it's called "ripping." You can use Windows Media Player to do both.

Burn CDs (or data DVDs) with Windows Media Player:

**With Windows Media Player, you can burn three kinds of discs: audio CDs, data CDs, and data DVDs.*

Step 1. You need a blank CDs or DVDs.

Step 2. Open Windows Media Player.

Step 3. In the **Player Library**, select the **Burn** tab, select the Burn options button, and then select **Audio CD**.

Step 4. Insert a blank disc into your CD/DVD drive. (If your PC has more than one CD or DVD drive, select the drive you want to use.)

Step 5. Search for the items in your **Player Library** that you want to burn to the disc, and then drag them to the list pane (on the right side of the Player Library) to create a burn list.

Step 6. When you're finished with the list, select **Start** burn.

** If you want to remove an item from the burn list, right-click the item, and then select Remove from list. This removes the item from the burn list, but doesn't delete it from your PC.*

** If your list has too many items for one disc, you can burn the remaining items to a second disc.*

** Audio CD: Choose this option if you want to make music CDs that you can play in your car, on your stereo, or on your PC.*

** Data CD: You can play a data CD on PCs and some CD and DVD players. The device must support*

the file types that you add to the disc, such as WMA, MP3, JPEG, or Windows Media Video (WMV).

Choose this option if you have lots of music and a CD or DVD player that can play the file types you add to the disc or if you want to back up your media.

* *Data DVD: You can play a data DVD on PCs and some DVD players. The device must support the file types that you add to the disc, such as WMA, MP3, JPEG, or WMV. Choose this option if you have a lot of files that will not fit on a single CD because a data DVD has a lot of space.*

Step 7. In addition to Windows Media Player, you can also try other CD burning software as below. If you want the detailed burning process of a certain burning software, you can contact us.

- Ashampoo® Burning Studio Free ([download](#)) - Free
- CDBurnerXP ([download](#)) - Free
- NCH Software Express ([download](#)) - Basic: Free / Professional: Paid
- BurnAware Free ([download](#)) - Free

Burn Playback Video DVDs:

Step 1. Prepare Blank DVDs

* *DVD+R and DVD-R (Record only once) - 4.7GB*

* *DVD+RW and DVD-RW (Rewritten around 1000 times) - 4.7GB*

* *DVD+R DL or DVD-R DL (Record just once) - 8.5GB*

Step 2. Prepare a free or paid DVD burning software such as:

Step 3. Prepare a video file (or multiple videos) to burn to your disc.

* *The total size of all the videos you put on the disc must be no higher than 4.7GB (for single layer discs) or 8.5GB (for dual layer discs).*

Step 4. You'll need two tools to burn your discs on Windows, but fortunately, they're both free. **DVD Flick** ([download](#)) converts your videos to the proper format and creates playable menus, then passes the converted video to **ImgBurn** ([download](#), please choose "Provided by ImgBurn" from the numerous links) to burn it to disc. **Here are steps:**

1. To get started, open up DVD Flick and click **Add title**.
2. Choose the video file you want to burn to a disc. DVD Flick supports a huge number of video and audio formats and containers. You can see [the full list here](#) if you want to make sure your file is compatible.
3. Before DVD Flick can burn your video to disc, it will need to convert it to the VIDEO_TS and AUDIO_TS folder structure that DVDs use. You'll need up to 8.5GB of space (depending on the size of your video file and the discs you're burning to) on your hard drive to store the converted files. At the bottom right corner of the window, click Browse to choose a place to (temporarily) store the converted video files.
4. Next, click **Project Settings** to tweak a couple important video settings.
5. On the **General** tab, give your disc a title. Next, click the drop down next to **Target size** and

choose the size of the disc you're going to burn to.

6. On the **Video** tab, make sure that **Target format** is set to NTSC (for playback on DVD players distributed in North America) or PAL (for DVD players in Europe and Asia). You can also adjust the encoding or bitrate options here if you want to tweak your video, but for most users this won't be necessary.

7. Finally, on the **Burning** tab, check the box marked **Burn project to disc**. You can give your disc a label, which will show up if you insert your DVD into a computer. You can also choose the speed at which you want to burn your DVD. While you can use a faster speed if your drive is capable of it, a speed of 4-6x is recommended, as it reduces the chance that you're going to get a critical error and have to start over. If you want to be extra careful, check **Verify disc after burning**. This will run a series of checks to make sure your disc works properly after it's done burning.

8. When you're done, click **Accept**.

9. After this, you can tweak the DVD menu that DVD Flick will add. While this isn't strictly necessary, it's a nice step to customize and give yourself a basic menu like the ones store-bought DVDs have. To change these, click Menu Settings.

10. They're not the fanciest things in the world, but the default is no menu at all, which will start playing the videos on your disc immediately. If you'd rather have the option of pressing play -- or if you're burning multiple video files to a single disc and want to pick which one to play -- choose a menu style you like and click **Accept**.

11. Once you're ready, click Create DVD to start the conversion process. A window will appear letting you know the project will be burned to a disc once the conversion is complete. Click **Ok**. This process will take a little while, so you can take a break, but be sure to keep an eye on your computer, because you'll need to confirm a couple boxes once ImgBurn launches.

12. After DVD Flick is done converting your video and adding the menus, ImgBurn should open automatically. It will ask you to confirm a couple of options. First, ImgBurn will ask you to confirm your DVD label. If you don't answer this box within 30 seconds, ImgBurn will use the default label.

13. Next, ImgBurn will show you a summary of what will be burned to the disc and a whole bunch of technical details. There's nothing to decide here, so it's a little annoying ImgBurn doesn't also use a timer for this, but as it is, you still need to click **OK** to confirm. Just make sure you're around your computer to confirm this little box when it pops up to start the burning step.

14. ImgBurn will take a little while to finalize your video, then it will pop up a box that reads "Operation Completed Successfully!". Your DVD drive might also eject the disc when it's done, so make sure the drive is clear of any obstructions.

15. Pop your disc into any DVD player and you should see the menu you chose on the screen. Click **Play/resume** to start your movie.

16. DVD Flick creates a very basic menu, but your video should play on any NTSC-compatible (or PAL-compatible, if you chose that) DVD player you have.

Step 5. If you think the burning process in step 4 is too complicated through DVD Flick + ImgBurn, you

can also try other burning software as below. If you need to burn video DVDs frequently, we suggest you choose paid burning software, the whole process will be much easier. If you want the detailed burning process of a certain burning software, you can contact us.

- DVDFab DVD Creator ([download](#)) - Basic: Free / Professional: Paid
- BurnAware Free ([download](#)) - Basic: Free / Professional: Paid
- CDBurnerXP ([download](#)) - Free

Rip (Digitize) CDs with Windows Media Player:

** When you rip music from a CD, you're copying songs from an audio CD to your PC. During the ripping process, the Player compresses each song and stores it on your drive as a Windows Media Audio (WMA), WAV, or MP3 file.*

** Ripped files are automatically saved to the Music folder, but you can change the location using the options on the Rip settings tab.*

Step 1. Open Windows Media Player.

Step 2. Insert an audio CD into the external DVD drive.

Step 3. Select the **Rip CD** button.

** If you want to select a different format or bit rate, select the Ripsettings menu, and then choose Format or Audio Quality in the Player Library.*

** If you don't want to rip every song, clear the check boxes next to the songs you don't want.*

** The changes you make apply to new tracks that you rip. You can't use the Player to change the format or audio quality of a song you've already ripped.*

** Maximize the Windows Media Player window so you can see all of the menu options, select Rip settings, and then select the setting you want to change.*

Rip (Digitize) DVDs with VLC Player:

Step 1. Download and open VLC  ([download it here](#)).


Step 2. Under the **Media** tab, click on the button to **Convert/Save**, then choose the **Disc** tab.

Step 3. Choose the **DVD** option and then the DVD drive location so your computer knows where to rip from.

Step 4. Click **Convert/Save** and then select the codec and settings you'd like to use for the ripping.

Step 5. Rip your DVD to a computer. That's how to rip movies from a DVD using VLC.

Rip (Digitize) DVDs with HandBrake:

Step 1. Download and open HandBrake  ([download it here](#)).

Step 2. Choose the file you want to rip by pressing the file icon on the left, navigate to the file that is on

the DVD.

Step 3. Press the **Browse** button and choose the destination to save the stored file in.

Step 4. Click **Save** after making the selection and then **Start Encode** at the top to begin ripping the DVD to the desired folder on your computer.

Rip (Digitize) DVDs with WinX DVD Ripper

Step 1. Download and install the program ([download it here](#)).

Step 2. Load a DVD by clicking **DVD Disc** and navigating to the DVD folder.

Step 3. Select the output format for the video you want to convert. There are many presets to rip a DVD to the computer, and you can alter the file settings to suit tablets, phones, and more.

Step 4. Choose the output folder. This is where the video file will be stored.

Step 5. Click **Start** and this will begin the process of ripping the DVD and turning it into a file on your computer.

** If you want a better experience, consider their paid versions - [WinX DVD Ripper Platinum](#)*

Rip (Digitize) DVDs with WonderFox DVD Ripper

Step 1. Download and install the program. ([download it here](#)).

Step 2. Load your DVD files. Please choose one of the sources to load your DVD file into the program: **DVD Disc**, **ISO Image**, or **DVD Folder**. This is where you will find the video file within the disc.

Step 3. Select the desired output format. Please pick your desired format by clicking on the upper right corner of the interface. You can choose MPG, MP4, MOV, AVI, MKV, WMV, VOB, and many more file formats.

Step 4. Hit **Run** button to rip DVDs to your hard drive.

** If you want a better experience, consider their paid versions - [WonderFox DVD Ripper Pro](#)*

Rip (Digitize) DVDs with Free DVD Ripper

Step 1. Download and install the program. ([download it here](#)).

Step 2. Put a DVD into CD/DVD drive and make sure the DVD drive is able to read the disc. Launch the program and click the **Load Disc** button on the top ribbon to add movies on your DVD. Then all DVD movies will appear as thumbnails in the library area.

Step 3. Select a movie in the library area and preview it with the built-in media player on the right side. Of course, you can simply get the main movie for the DVD to the size of the videos. Hit the **Edit** menu to open the video editor window, which you can crop video frame, adjust video effect like video brightness, saturation, hue and contrast.

Step 4. After editing, go back to the home interface, check all movies you want to rip, and locate the bottom area. Click and expand the **Profile** drop-down list and select your favorite video format, such as MP4, or the target device. Next, click the **Browse** button and set a specific directory to store the DVD movies. Finally, click the **Convert** button to rip the DVD disc.

** If you are using CUDA or AMD graphic card, the advanced hardware acceleration technology will convert the DVD to digital videos with fast speed. You can check the estimated time within the program easily.*

** If you want a better experience, consider their paid versions - [DVD Ripper Pro](#)*

Step 3: After the playback stops, please right-click the CD/DVD drive icon or press the button on the DVD drive to eject your disc.

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

Click the link to jump to the corresponding solution step:

- [Windows computer doesn't recognize this CD/DVD drive](#)
- [Windows computer can play CDs but not DVDs](#)
- [Unable to eject tray](#)

Failure 1: Windows computer doesn't recognize the CD/DVD drive.

Solution 1. 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), then replug the CD/DVD drive.



Solution 2. Plug the CD/DVD drive **directly** into your computer's USB port instead a USB hub.

Solution 3. Try all USB port on your computer. For desktop PC, it's better to use the USB port on the rear panel

of the desktop host.

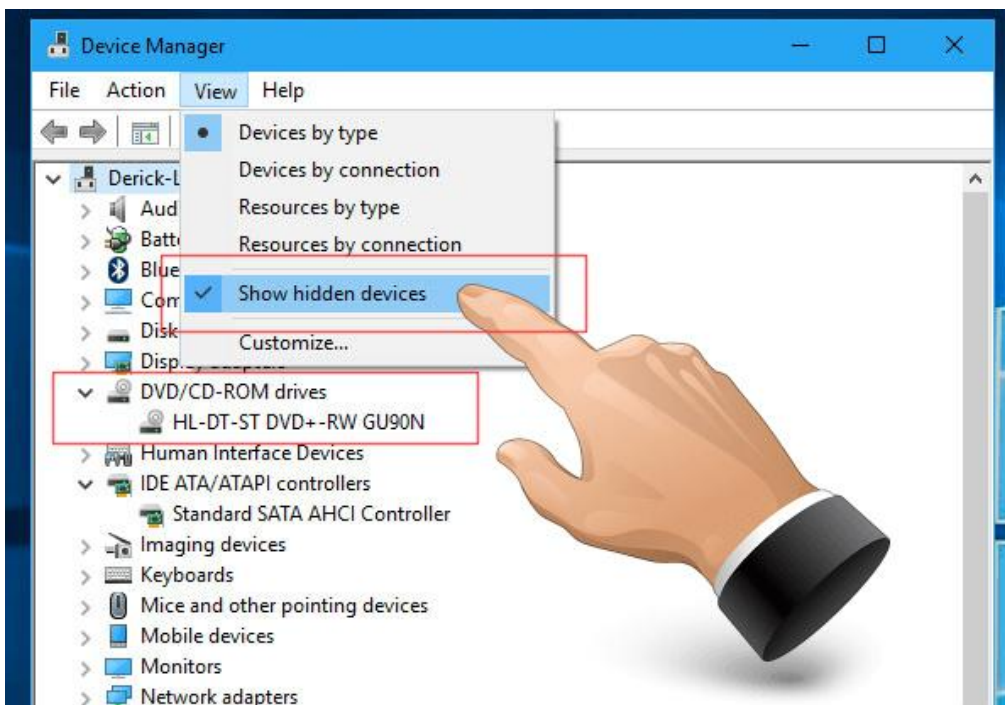


Solution 4. Reinstall the driver:

Step 1. Right-click the **Windows Start Button** in the lower left corner of the screen, or press the **Windows Logo + X key** combination on the keyboard, from the list, click to select **Device Manager**

Step 2. Click **View**

Step 3. Click **Show Hidden Devices**



Step 4. Fine this **DVD/CD-ROM drives** or similar name

Step 5. Right-click and select **Uninstall**

Step 6. Reboot your computer and replug the external drive.

Step 7. Windows will detect the drive and then reinstall it.

Solution 5. Delete IDE ATA/ATAPI controllers

Step 1. Right-click the **Windows Start Button** or press the **Windows Logo + X key** combination on the

keyboard and, from the list, click to select **Device Manager**

Step 2. Click **View**

Step 3. Click **Show Hidden Devices**

Step 4. Expand IDE/ATAPI Controllers then uninstall each of the following: **ATA Channel 0**, **ATA Channel 1**, **Standard Dual Channel PCI IDE Controller**

Step 5. There might be multiple entries listed for ATA Channel 0, 1, and PCI IDE Controller; uninstall all of them then restart your computer. Windows will detect the drive and then reinstall it.

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 the same Hub.*

Solution 7. Install Drive Manually

Step 1. Download the driver program from:

<https://www.dropbox.com/s/nbeg82t445phqk8/WIN%20DRIVER.7z>

Step 2. Unzip it through WinRAR or 7zip software, or other tool.

Step 3. Run the **setup.exe** file in the folder.

Step 4. Reboot your computer and try the device again.

Solution 8. Remove Virtual Drive Software

Virtual drive software, which is used to mount disc images (ISOs) can sometimes cause conflict with physical optical drives. If you have utilities such as Daemon Tools, PowerISO, ISO Recorder, or similar software installed, remove them. Press **Windows key + X** key and choose **Programs and Features**. Highlight the program and click Uninstall.

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: Windows computer can play CDs but not DVDs

Solution 1. Please follow the steps below to confirm whether the region code of the CD/DVD drive is the same as that of DVDs. If your DVDs are from the US or CA, you need to set the region code to Number 1.

Step 1. Press **Windows + E** keys to open Windows Explorer

Step 2. Right-click on the **CD/DVD drive icon**. From the context menu, select **Properties**.

Step 3. Open the **Hardware** tab.

Step 4. Select the name of the player and at the bottom, do **Properties**.

Step 5. Click the **DVD Region** tab.

Step 6. Look in the list offered to you and select a country in the region from which the DVD originates.

Step 7. Press the OK button to save the region change of your DVD player.

** Which DVD region code should I choose?*

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.

Warning: You can change the region code set up to 4~5 times. After that, the drive will retain the setting for the last region used.

Solution 2.

Step 1. Right click the **Start** menu

Step 2. Click on **Run**

Step 3. Type "**Regedit**" and click **OK**

Step 4. Go to string key

"HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE10318}

Step 5. Delete **Upper filters** and **Lower filters** in the right side window.

Step 6. Right-click the **Windows Start Button** in the lower left corner of the screen, or press the **Windows Logo + X key** combination on the keyboard, from the list, click to select **Device Manager**

Step 7. Click **View**

Step 8. Click **Show Hidden Devices**

Step 9. Fine this **DVD/CD-ROM drives** or similar name

Step 10. Right-click and select **Uninstall**

Step 11. Reboot your computer and replug the external drive.

Solution 3. Physically clean the laser

Step 1. Open the CD/DVD like you do when you want to place a CD or DVD inside.

Step 2. You will have there a laser head and you will need to clean the area around it.

** Please use a soft and lint-free cloth to clean the laser lens*



Step 3. After you finished cleaning insert the CD/DVD bay back in.

Step 4. Reboot your Windows computer.

Step 5. After the device is up and running again eject your CD/DVD bay and insert a DVD in it.

Step 6. Check and see if you still have issues reading it.

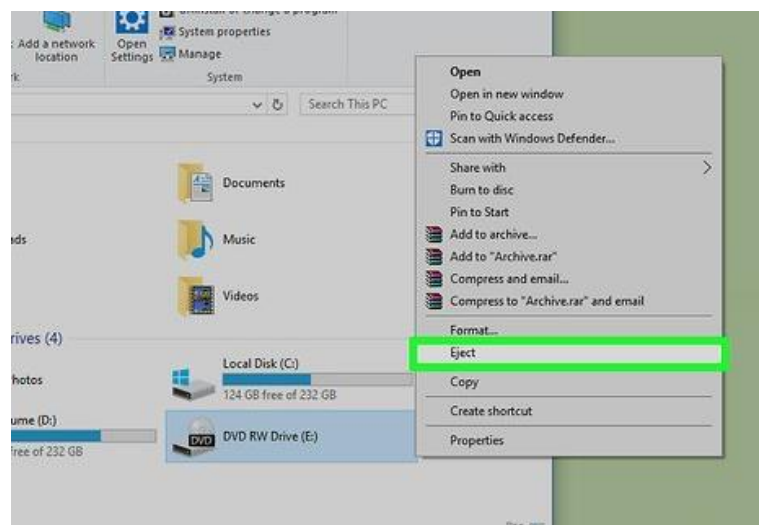
Solution 4. If the problem is not resolved, please click and message us directly at support@roofull.com and we will assist you further or arrange a replacement for you.

Failure 3: Unable to eject tray

Solution 1. Please press the button on the CD/DVD drive panel to eject the tray, or right-click the DVD RW Drive icon and select **Eject**



Press this button to open the tray



Solution 2. If solution 1 cannot open the tray, please try a different USB port on your computer (do not use a USB hub). Some USB ports do not provide enough power to run the optical drive.

Solution 3. If the CD/DVD drive you purchased has an extra power cord, you can use the power cord with the data cable, and the extra power supply can provide extra power to the external optical drive (You can get extra power through a USB power adapter or a power bank).

Solution 4. If solution 1, 2, and 3 cannot open the tray, this device should be defective, please use a toothpick or paperclip to press the button in the hole to open the tray and get your disc out first. If it can open, please repeat the closing and opening tray several times to ensure the spring works smoothly.



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.