

Common Faults & Troubleshooting Steps (For Mac):

The following faults are common and generally solvable. If all methods we provided fail to solve the problem, the drive may be defective or damaged in transit, please contact us to get a free replacement (no returns required)

Common faults 1: Optical drive doesn't show up on Mac desktop (Mac doesn't detect this drive)

Method 1: Make sure you insert compatible and undamaged CDs or DVDs, otherwise, macOS cannot detect the drive.

Method 2: For MacBook Pro/Air, please plug in the external power adapter for your MacBook and make sure the battery capacity is greater than 40% (macOS will reduce the USB port output power if the battery power is low)

Method 3: Plug the CD/DVD drive directly into your Mac's USB port or a self-powered USB hub, and make sure the drive is properly plugged in.

Method 4: Check your preferences: Open up the **Finder > Preferences** and ensure "**CDs, DVDs, and iPods**" have been selected. Also, "External Disks", and "Hard Disks" are selected.

Method 5: If the CD/DVD drive you purchased has an **extra power supply cord**, you can use it **together with the data cable** and get extra power from an 5V USB power adapter.

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

Method 6: 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)

Method 7: 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. 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.

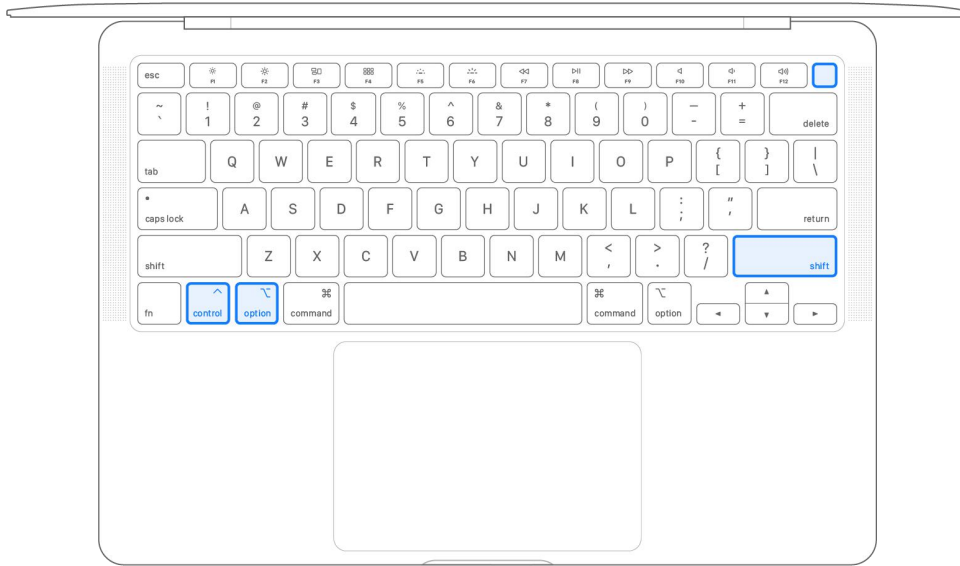
Step 2. Press and hold the **Control + Option + Shift** key for 7 seconds.

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](#).




Common faults 2: Mac cannot read CDs.

Method 1: Try another commercial CD to eliminate the problem of the CDs.

Method 2: Update your Apple Music or try a 3rd-party media player software such as VLC ([download link](#)).

Common faults 3: Mac cannot read DVDs.

Method 1: Try another commercial DVD to eliminate the problem of the DVDs.

Method 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.

* For the US and CA DVDs, please set the region code to number 1. For DVDs in other regions, please [check it here](#)

Method 3: Try the popular free VLC player. VLC  is not restricted by region codes and can play discs in multiple regions, you can try it. ([download link](#)).

Common faults 4: Tray cannot be opened

Method 1: If your Mac can detect this drive and your disc, to eject a disc, please **right-click on the icon** on the desktop and select "**eject**", or choose "**File**" > "**Eject**" button.

Method 2: If your Mac can not detect this drive and your disc, please **replug** the drive and then **quickly press the button** on the front panel of the drive to open the tray.

Method 3: 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.

FAQs:

Q: I don't see the data cable.

A: For some models of external optical drives, the data cable is on the back (bottom) of the device or in the packaging bag/box.

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, TV, Car, Truck, Project, Chromebook, PlayStation.

Q: Does ROOFULL drive play Blu-ray disc?

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