

Below are 3 common issues you may encounter when using the drive, along with troubleshooting steps. If the problem persists, please contact us immediately for a replacement—no need to return the old device. The new one will arrive within 2–4 days.

Common Fault #1

Mac computer **doesn't recognize** this CD/DVD drive (There is no icon on the desktop)

Troubleshooting Steps

Please try the following methods step by step until the issue is resolved. If none of the steps work, contact us immediately.

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

Step 2. Connect the MacBook to an external power source

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). Ignore this step if yours is an iMac or another Mac PC.

Step 3. Settings on Mac

Open **Finder > Settings** (or **Preferences**, depending on your macOS version) > Ensure "**CDs, DVDs, and iOS Devices**" is checked in **General Tab** and **Sidebar Tab** if available.

Step 4. Properly Connect the Data Cable and the Power Cable (if applicable).

- * Plug data cable **directly** into your computer's USB port **instead of** a USB hub (unless it's a **self-powered hub**)
- * If the drive you purchased comes with a **separate power cable**, connect it to a **USB power adapter** or **power bank** for stable operation. **NOTE:** Please do not plug data cable and power cord into one Hub.
- * For certain models, the drive's data cable is embedded **at the bottom (under the drive)**. Please take note.

Step 5: Check Disk Utility

1. Open **Disk Utility** (Go to **Applications > Utilities > Disk Utility**).
2. Look for your external drive in the left sidebar.
 - If it's **listed but grayed out**, select it and click **Mount**.
 - If it's **not listed**, continue to the next step.
3. Click **First Aid** to check and repair any disk errors.

Step 6: Reset NVRAM and SMC

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.

* **Reset NVRAM (For Intel Macs)**

1. Shut down your Mac.
2. Turn it back on and immediately press and hold **Option + Command + P + R** for about 20 seconds.
3. Release the keys and check if the drive appears.

* Reset SMC (For Intel Macs)

- **MacBooks with T2 Chip:**

1. Shut down the Mac.
2. Hold **Control + Option + Shift** for **7 seconds**.
3. Keep holding and press the **power button** for another 7 seconds.
4. Release all keys, then turn on your Mac.

- **Mac Desktops (iMac, Mac Mini, etc.):**

1. Shut down the Mac.
2. Unplug the power cord and **wait 15 seconds**.
3. Plug it back in and turn on your Mac.

(For M1/M2/M3/M4 Macs, SMC and NVRAM reset automatically during restart.) Different models of Macs will be slightly different in operation, please check detailed instructions on [Apple support page](#).

Common Fault **#2**

Mac computer can not play audio/music CDs.

Troubleshooting Steps

Step 1. Check the CD and Drive

Ensure the CD is clean and free of scratches. Try another audio CD to see if the issue is with the disc or the drive. If using an external CD/DVD drive, make sure it is properly connected and powered.

Step 2. Verify CD Recognition

Insert the CD and check if it appears in **Finder > Locations** or **Apple Menu > About This Mac > System Report > Disc Burning**. If the CD is not recognized, try reconnecting the drive or restarting the Mac.

Step 3. Test Playback in the Music App (or iTunes)

Open the **Music app** (or **iTunes on older macOS versions**) and check if the CD appears under "Devices." If it does not, go to **Music > Settings (or iTunes Preferences) > General** and ensure "Show CDs" is enabled.

Step 4. Try Another Media Player Software

If the default Music app does not work, try using a third-party player like **VLC Media Player**, which supports audio CDs.

Step 5. Check System and Audio Settings

Ensure the Mac's **sound output** is correctly set. Go to **System Settings (or System Preferences) > Sound > Output** and select the correct audio output, such as internal speakers, headphones, or external speakers. Adjust

the volume and make sure **Mute** is not enabled.

Step 6. Restart and Reset NVRAM/PRAM

Restart the Mac and try again. If the issue persists, reset **NVRAM/PRAM** by shutting down the Mac, turning it on, and immediately pressing **Option + Command + P + R** for about 20 seconds. Release the keys and allow the Mac to restart.

Common Fault #3

Mac can read audio/music CDs but cannot read video/movie DVDs.

Troubleshooting Steps

If your Mac can read music CDs but cannot read video/movie DVDs, follow these steps to troubleshoot and resolve the issue.

Step 1. Check the DVD

Ensure the DVD is clean and free of scratches. Try playing another DVD to determine if the issue is with the disc itself.

Step 2. Verify DVD Recognition

Insert the DVD and check if it appears in **Finder > Locations** or **Apple Menu > About This Mac > System Report > Disc Burning**. If the DVD is not recognized, try restarting your Mac and reinserting the disc.

Step 3. Check DVD Region Settings (What's That?)

Video DVDs from the United States (US) and Canada (CA) will only play on Region 1 players or region-free DVD drives. You need to set the region region code of this drive to #1.

- Go to **Apple Menu > System Settings > General > About > System Report > Disc Burning** and check the "Region Code."
- If you haven't set a region yet, macOS allows you to change it up to **4~5 times**.

Step 4. Try a Different DVD Player App

macOS does not support certain DVD formats natively. Try using **VLC Media Player**, which can play most DVD formats, including region-coded and encrypted DVDs.

Step 5. Reset NVRAM/PRAM

- Resetting NVRAM/PRAM can help with hardware-related issues.
- Shut down your Mac.
- Turn it on and immediately press **Option + Command + P + R** for about 20 seconds.
- Release the keys and let the Mac restart.

Step 6. Update macOS

Ensure your macOS is up to date by going to **Apple Menu > System Settings > General > Software Update** and installing any available updates.

Common Fault #4

After playing or burning a disc, the tray cannot be opened using the button on the panel.

Troubleshooting Steps

Step 1. Using the eject command

Due to macOS limitations, the tray cannot be opened via the button after playing or burning a disc. To eject a disc on Mac, **right-click** the **drive icon** on the desktop and select "**Eject**," or go to "**File**" > "**Eject**" from the menu.

Step 2. Disconnect and Reconnect the Drive

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

Step 3. Use a force-ejection button on the panel

Please use a toothpick or paperclip to press the button in the hole to open the tray and get your disc out.



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: 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.

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