

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.

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## Common Fault #1

Windows computer **doesn't recognize** this drive (There is no icon in File Explorer or Device Manager)

### 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. Ensure the internal SATA connection

Push the DVD Drive front panel (where you load the disc) **hard** to ensure better inner power contact (the inner SATA contact may be loosened during long-distance transportation).



#### Step 2. Connect the Laptop to an external power source

Some laptops limit USB power when running on battery, which may cause the drive to be unrecognized.

#### Step 3. Properly Connect the Data Cable and the Power Cable (if applicable).

- \* Plug the data cable 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.
- \* For some models, the drive's data cable is embedded at the bottom of the device (under the drive).
- \* For desktop PC, the front panel USB ports may have insufficient power. Please test the USB ports on the back panel of the computer host.

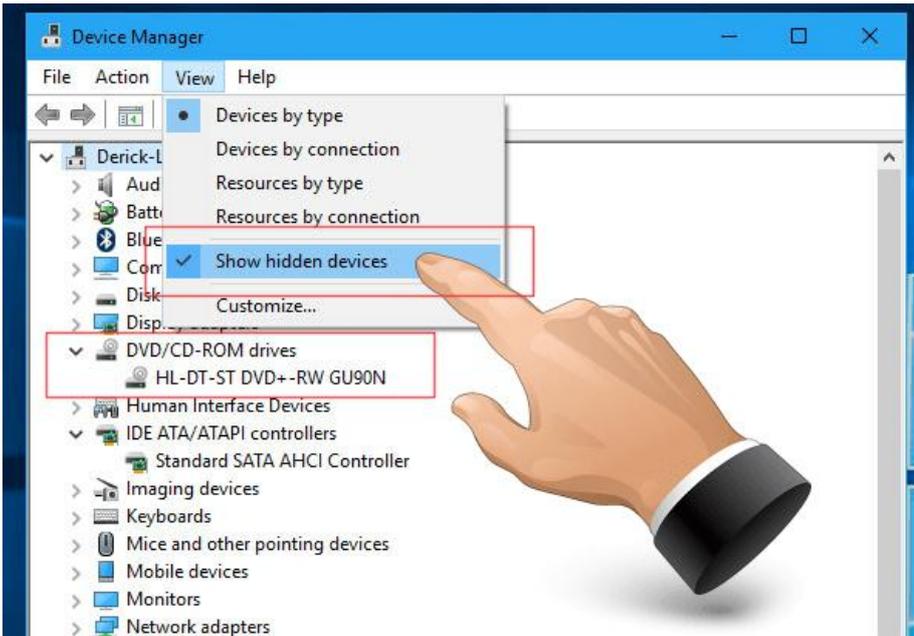
#### Step 4. Verify Device Detection

- \* Press **Win + X** and select **Device Manager**.
- \* Expand **DVD/CD-ROM drives** and **Universal Serial Bus controllers** to check if the drive appears.
- \* If the drive has a yellow warning icon, right-click it and select **Update driver**.

#### Step 5. Uninstall and Reinstall the Drive

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**
2. Click **View**

### 3. Click **Show Hidden Devices**



4. Fine this **DVD/CD-ROM drives** or similar name
5. Right-click and select **Uninstall**
6. Reboot your computer and replug the external drive.
7. Windows will detect the drive and then reinstall it.

### Step 6: Install Drive Manually

1. Download the driver program from [here](#)
2. Right-click the downloaded ZIP file and select "Extract", or use 3rd unzip software to unzip the file.
3. Run the **setup.exe** file in the folder.
4. Reboot your computer and try the device again.

### Step 7. Delete IDE ATA/ATAPI Controllers

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**
2. Click **View**
3. Click **Show Hidden Devices**
4. Expand IDE/ATAPI Controllers then uninstall each of the following: **ATA Channel 0**, **ATA Channel 1**, **Standard Dual Channel PCI IDE Controller**
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.

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## Common Fault #2

Windows computer can play audio CDs but fails to read Video or Movie DVDs.

## 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. Confirm Installation is Successful

Make sure your Windows computer has recognized the drive and that the DVD RW drive icon is visible in File Explorer. If not, please refer to the steps above to ensure the driver is recognized normally.

### Step 2. Set the Region Code (What's It?)

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. Here is how:

1. Press **Windows + E** keys to open Windows Explorer
2. Right-click on the **CD/DVD drive icon**. From the context menu, select **Properties**.
3. Open the **Hardware** tab.
4. Select the name of the player and at the bottom, do **Properties**.
5. Click the **DVD Region** tab.
6. Look in the list offered to you and select a country in the region from which the DVD originates.
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.

### Step 3. Try Another Media Player Software

Some media players, such as Windows Media Player, do not support Video DVD playback due to missing decoders. We recommend using other popular free players like VideoLAN VLC Player, Kodi, or 5KPlayer.

\* VideoLAN VLC Player: [Download here](#)

\* Kodi: [Download here](#)

\* 5Kplayer: [Download here](#)

#### Step 4. Physically clean the laser

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



3. After you finished cleaning insert the CD/DVD bay back in.
4. Reboot your Windows computer.
5. After the device is up and running again eject your CD/DVD bay and insert a DVD in it.
6. Check and see if you still have issues reading it.

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#### Common Fault #3

Can not open the tray and give the disc out.

#### Troubleshooting Steps

##### Step 1. Using buttons and pop-up commands

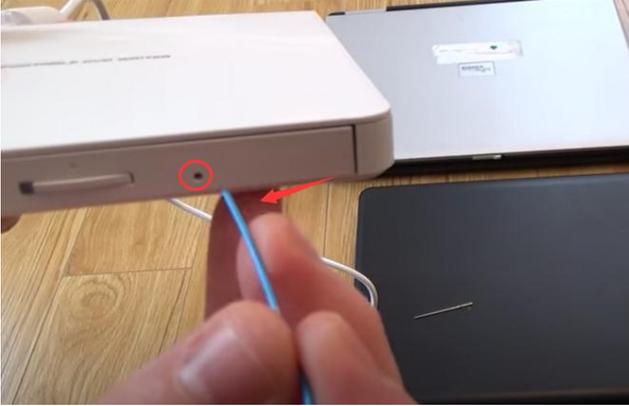
Please press the button on the CD/DVD drive panel to eject the tray, or right-click the DVD RW Drive icon and select **Eject**



Press this button to open the tray

## Step 2. Use the force eject button

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



2. After removing the disc, close the tray and check if the button or eject command can open the tray.

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## 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 TV, Car, iPad/Tablet, phone, Projector, Chromebook, PlayStation, Xbox, Switch.

### Q: Does ROOFULL drive play Blu-ray and 4K disc?

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