

Common Faults & Troubleshooting Steps (For Windows):

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: Windows computer can not recognize this external CD/DVD drive

Method 1: 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), then replug the CD/DVD drive.



Method 2: For Windows laptop or notebook, please plug in the external power adapter for your laptop and make sure the battery capacity is greater than 40% (laptop will reduce the USB port output power if the battery power is low)

Method 3: Try different USB ports and connect the data cable directly to your computer's USB port or a self-powered USB hub, and make sure the drive is properly plugged in.

* For desktop PC, please also try the USB port on the rear panel of the desktop host.

Method 4: 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.

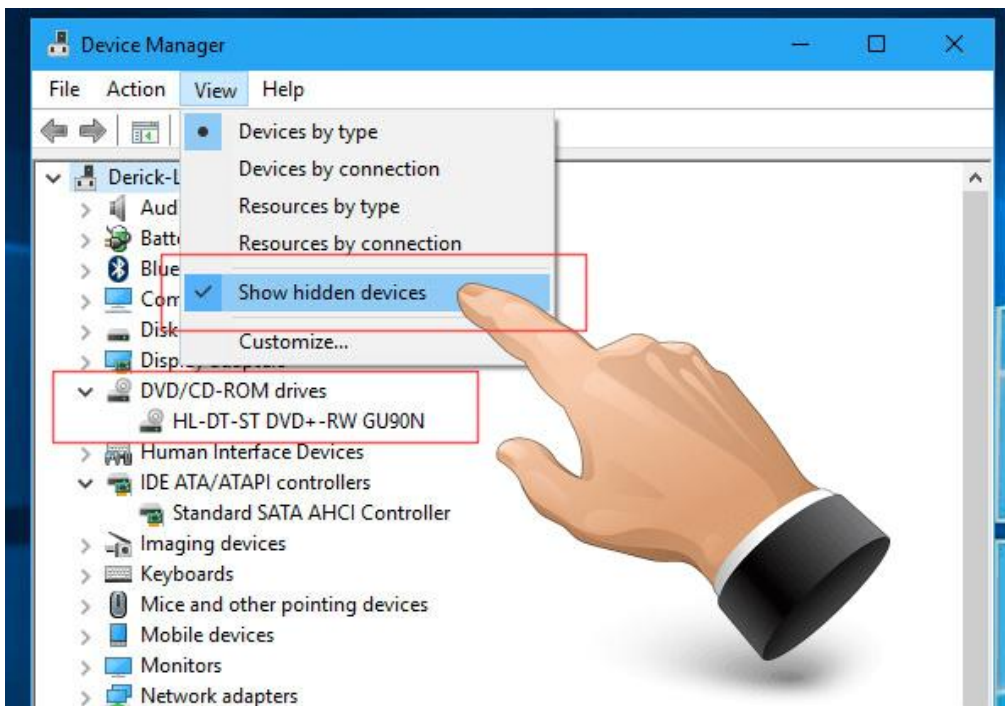
* Please do not plug data cable and power cord into one Hub.

Method 5: 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.

Method 6: Use this tool to update the driver:

<https://www.easeus.com/resource/update-drivers-windows-11.html>

* We have tested this tool and there are no safety issues, so please feel free to use it.

Method 7: 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.

Method 8: Install Drive Manually

Step 1. Download the driver program from:

<https://www.dropbox.com/scl/fo/wfzja6l5idqrkbr9q4hmr/AIAVAanDFkKpuCjczYfsz6M?rlkey=7q2oh3qn5oqdf8jsakvgv5mli&st=1duhsn4d&dl=0>

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.

Common faults 2: Windows computer can play CDs but not DVDs

Method 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.

Method 2: Delete Upper filters and Lower filters

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.

Method 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.

Common faults 3: Can not open the tray and get the disc out

Method 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

Method 2. 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.

Method 3: If the CD/DVD drive you purchased has an extra power cord, you can use the power cord together with the data cable, and get extra power through another USB port on your computer or a USB power adapter.

Method 4. If the above methods 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. Then contact us to get a free replacement or refund at support@roofull.com



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.