

## **\*\*Guide for Using USB CD-ROM External Drive\*\***

There may be many reasons why the External DVD drive cannot be recognized or cannot read the disc. You can search for "9UCRB17T8AA" on "youtube" and try the methods described in the video to repair DVD Drive. The video is Windows 10, and Windows 11 is the same repair method. If your CD/DVD drive still doesn't work properly, please contact us again to refund you.

Below are important points to note to ensure smooth operation and troubleshooting steps if needed:

1. To avoid playback restrictions, set the DVD Region to United States. Access the settings via Properties > Hardware Tab > Properties button > select country Region (US is 1) > click OK. Note: You can only reset the country setting five times.

2. Always connect the drive directly to the computer's USB port. Avoid using USB hubs or extension cords as they may affect functionality. If the data cable is too short, use a <3ft extension cord. For desktops, connect the drive to the back USB port of the motherboard due to potential power issues.

3. Keep in mind that Mac OS computers do not display the device icon until a disc is inserted into the tray.

4. Since computers do not natively support DVD movie playback, install third-party applications like VLC. You could download any one of a plethora of burning software utilities available on the Internet. Or try the following:

No fee playing software: Any Media Player, Any DVD

No fee burning software for Windows OS: InfraRecorder, Ones, Express Disc Burner

No fee burning software for mac OS: Burn for mac

No fee burning software for Linux OS/Unix OS: K3b (KDE Burn Baby Burn)

5. Ensure your video files are compatible with DVDs. Use third-party software to convert incompatible formats before burning to discs.

## **\*\*Warm Tips:\*\***

- The external DVD/CD drive doesn't support Blu-ray Discs / TV / Car / Truck / Android Phone & Tablet / Chromebook / iPhone / iPad / Ubuntu OS.

- Avoid looking directly at the internal laser light source, and keep the drive away from strong magnetic objects.

- Ensure the drive is flat and the disc is securely fixed on the tray before operation.

## **\*\*Troubleshooting Steps:\*\***

### **1. \*\*Check Optical Drive Recognition:\*\***

- Verify if your computer recognizes the optical drive. Look for the "DVD RW Drive" icon in

your computer's "My Computer." Note: Mac OS computers may not display the device icon until a disc is inserted and successfully read.

## 2. **Suggested Solutions if Not Recognized:**

### - **Method 1: Check External Connections:**

- Utilize the Type A and Type C cables provided at the back of the machine to connect to your laptop. Note: The cable included in the package is for current transmission, not data transmission. Ensure a secure connection.

### - **Method 2: Update or Reinstall the Driver:**

- Most operating systems include drivers for CD/DVD drives. Consider updating or reinstalling the driver if necessary. Uninstalling the driver and restarting the computer may resolve driver-related issues.

### - **Method 3: Run Hardware and Devices Troubleshooter:**

- Windows users can run the Hardware and Devices troubleshooter built into Microsoft Windows 7, Windows 8/8.1, and Windows 10. This tool can identify and potentially fix issues related to hardware recognition.

## 3. **If Optical Drive is Recognized:**

- If the computer recognizes the optical drive but you encounter product issues, consider the following reasons:

### - **Insufficient Power Supply:**

- Use a 5V charger or power bank to supplement the power supply if needed. For Apple computers, connect the external CD/DVD drive to the computer first before adding supplementary power to ensure recognition.

### - **Software Requirements for WINDOWS 11:**

- Ensure Windows 11 has a media player like VLC installed and a network connection for optimal functionality.

By following these troubleshooting steps, you can address common issues with your USB CD-ROM external drive and ensure smooth operation.