



QUICK TROUBLESHOOTING GUIDE

OPTICAL DRIVES (CD-ROM, DVD-ROM, CD-RW and DVD-RW)

1- Does the drive receive power? Does the tray open and close after pressing the "open" button?

- a. Yes, skip to 2
- b. No
 - Is the power connector plugged in correctly in the back of the drive? The yellow wire should be facing you.
 - Try a different power connector.
 - If these do not resolve the problem, please contact technical support

2- Drive has power, is the drive recognized by Windows?

- a. Yes, skip to 3
- b. No

Is the IDE (the flat gray cable) plugged in correctly? The red/pink wire should be next or closest to the power cable.

Are the jumpers set correctly on the drive?

1. The drive should be set Master (MA) if it is on the END of the IDE cable
2. The drive should be set to SLAVE (SL) if it is in the MIDDLE of the IDE cable
3. The drive should NOT be set to CABLE SELECT (CS)

Did you remove the old drives / devices while in Safe Mode?

4. Boot into Safe Mode by tapping the F8 key the moment the computer boots up. In windows Start Menu choose the option for SAFE MODE. In Safe Mode go to control panel and open the SYSTEM icon.
 - a. WIN 95/98/ME - Go to the DEVICE MANAGER TAB. Click on the + next to CD-ROM. Click on all devices one by one pressing delete after each one. Restart the computer the. All the CD-ROMS will be detected.
 - b. WIN 2000/XP - Go to the HARDWARE TAB. Click on DEVICE MANAGER. Click on all devices one by one pressing delete after each one. Restart the computer the. All the CD-ROMS will be detected.

Run Windows UPDATE.

3- The drive is recognized by Windows; does the drive read CD's?

- a. Yes, Skip to 4
- b. No
 - i. Is the CD or DVD scratched? Try several different CD's or DVD's.
 - ii. Is the IDE (the flat gray cable) plugged in correctly? The red/pink wire should be next to the power cable facing you.



- iii. Are the jumpers set correctly on the drive?
 1. The drive should be set Master (MA) if it is on the END of the IDE cable
 2. The drive should be set to SLAVE (SL) if it is in the MIDDLE of the IDE cable
 3. The drive should NOT be set to CABLE SELECT (SL)
- iv. Run Windows UPDATE.
- v. If problem not resolved, please contact technical support.
4. The drive reads CD's and/or DVD's. For all other issues please contact technical support.
5. The drive reads DVD's. Does the drive play DVD's correctly?
 - a. Yes, skip to 6
 - b. No
 - i. Is it a video problem?
 1. Is your video card capable of accelerating video?
 - a. Check manufactures specifications.
 2. Update DirectX
 - a. Click below to down load the latest version of DirectX
<http://download.microsoft.com/download/2/2/3/22371837-c4dc-4f8b-af21-00c80d8b235c/dxwebsetup.exe>
 3. Reinstall PowerDVD and any available PowerDVD updates and/or patches
 4. Contact support if problem not resolved.
 - ii. Is it a sound problem?
 1. Is the sound turned up?
 2. Are the speakers turned on and is the volume turned up?
 - iii. For all other issues contact support.
6. The drive plays DVD's correctly. For all other issues please contact technical support.

USB EXTERNAL CD-RW

1- Does the drive have power?

Yes, skip to 2

No

- Is the power connector plugged in correctly in the back of the drive?
Is the drive turned on?
- Make sure the outlet has power

2- Drive has power; is the drive recognized by Windows?

a. Yes, skip to 3

b. No



- i. Is the USB cable plugged in correctly?
 - ii. Did you install the USB 2.0 drivers from the CD?
 - iii. Did you remove the old drives / devices while in Safe Mode?
 1. Boot into Safe Mode by tapping the F8 key the moment the computer boots up. In windows Start Menu choose the option for SAFE MODE. In Safe Mode go to control panel and open the SYSTEM icon.
 - a. WIN 95/98/ME - Go to the DEVICE MANAGER TAB. Click on the + next to CD-ROM. Click on all devices one by one pressing delete after each one. Restart the computer the. All the CD-ROMS will be detected.
 - b. WIN 2000/XP - Go to the HARDWARE TAB. Click on DEVICE MANAGER. Click on all devices one by one pressing delete after each one. Restart the computer the. All the CD-ROMS will be detected.
 - iv. Run Windows UPDATE.
- 3- The drive is recognized by Windows; does the drive read CD's?
 - a. Yes, Skip to 4
 - b. No
 - i. Is the CD scratched? Try several different CD's.
 - ii. Is the IDE (the flat gray cable) plugged in correctly? The red/pink wire should be next to the power cable facing you.
 - iii. Are the jumpers set correctly on the drive?
 1. The drive should be set Master (MA) if it is on the END of the IDE cable
 2. The drive should be set to SLAVE (SL) if it is in the MIDDLE of the IDE cable
 3. The drive should NOT be set to CABLE SELECT (CS)
 - iv. Run the Windows UPDATE.
- 4- The drive recognizes CD's. Does the drive burn to CD-R media? (for CD-RW see 5)
 - a. Yes, Skip to 5
 - b. No
 - i. Make sure you are not trying to put too much information onto the CD. Most CD-R's hold 680 MB.
 - ii. The Current Recorder should be your drive letter (i.e., D:XYZ) NOT Image Recorder
 - iii. Reinstall the Nero software.
- 5- The Drive recognizes CD's. Does the drive burn to CD-RW media? (for CDR's see 4)
 - a. Yes, Skip to 6
 - b. No
 - i. Make sure you are not trying to put too much information onto the CD. Most CD-R's hold 680 MB



- ii. You need to blank or erase the media prior to its use. With Nero Express click on "More" and select Erase disk.
 - iii. The Current Recorder should be your drive letter (i.e., D:XXX) NOT Image Recorder
 - iv. Reinstall the Nero software.
6. Drive recognizes and burns media.

For all other issues please contact technical support.