

Troubleshooting the DVD-ROM Installation

If your DVD-ROM drive is not showing up, you can use this guide to help you troubleshoot the problem. It is advised that you really check each suggestion, no matter how basic it sounds!

- Is the DVD player plugged into a power outlet, and turned on? There is a green power light on the front that should be illuminated.
- Was the DVD-ROM drive turned on AFTER the computer was turned on? Your computer only looks to see if the DVD drive is present when you first boot up. Turn the DVD-ROM drive on, then reboot your computer and see if the DVD-ROM shows up.
- Check all the cables to make sure they are not loose or disconnected. Sometimes moving the external DVD-ROM drive around loosens the cables from the back of the player, or the back of your computer.

If you have tried the above, and your player is still not working, it is possible that you are having a **resource conflict**. That means that the SCSI card inside your computer and another computer device both want the same I/O address or IRQ. You can resolve resource conflicts by changing the SCSI card to a different address.

If you think you might be having a resource conflict, there are steps you can take to check your available resources. A support person at ASI would be happy to assist you!

Feel free to call the ASI Technical Support Department at 1-800-546-1350. The Support department hours are Monday-Friday, 8:30AM – 8:00PM EST. (Please be near your computer when you call.) A technician will explain and/or walk you through the steps you need to take to install / troubleshoot the DVD player.

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