External Optical Writer Troubleshooting

If you're having trouble using your Verbatim® external optical writer, below are some common issues you can use to troubleshoot.

Hardware Issues

Does your system meet the minimum hardware requirements? See the list below or check your user manual.

Windows PC:
- Operating System: Windows 8.1, 10 or higher
- USB 3.0 or USB 2.0 port*
- At least 2GB of free hard disc space (10GB recommended)

Mac:
- Operating System: Mac OS X or higher
- USB 3.0 or USB 2.0 port*
- At least 2GB of free hard disc space (10GB recommended)

*For optimal performance of your Verbatim writer, a USB 3.0 port is recommended. USB 3.0 is equivalent to USB 3.1 Gen 1 and USB 3.2 Gen 1. For more information on USB standards, please visit www.verbatim.com/usbexplained.

Software Issues

Is your OS up-to-date? If not, please install the latest version and try again.

If you're having trouble playing movies, does your system have movie playback software installed? If so, does your system meet the software vendor's hardware specifications? Be sure to check their product information to confirm your system is compatible.

If you're having trouble playing Blu-ray movies, please check to see if your system is capable of Blu-ray movie playback. We recommend downloading and running CyberLink BD Advisor to confirm: https://www.cyberlink.com/prog/bd-support/diagnosis.do

If your computer meets the hardware requirements for Blu-ray movie playback, there are many freeware, shareware, or commercial movie playback software options available. Below is a list of some options available, sorted by operating system compatibility:

Windows and Mac:	Windows only:
Aiseesoft	Free BluRay Player
Any MP4	KMPlayer
Aurora	Media Monkey
CyberLink	Media Player Classic
DivX Player	SMPlayer
Leawo	VSOMedia Player
Nero	
RealPlayer	Mac only:
VLC	MacGo

Verbatim does not offer technical support for 3rd party software products. Please contact your software vendor if support is needed.

Connection Issues

Is the cable connected properly to your computer and the writer?

Does the writer have power? Try ejecting the disc to see if the writer is getting power.

Does your OS recognize the writer? If not, try inserting a disc into the drive to re-establish a connection.

Is your USB port working? If not, try another USB port or check your Universal Serial Bus Controllers in your Device Manager. Be sure to:
- Ensure your USB driver is up-to-date.
- Check your USB selective suspend settings. Advanced power settings may disable power to your USB port.

If you're using Windows, is Fast Startup turned off? In Windows 10 and higher, Fast Startup disables some USB connections. Check your power options to ensure it is disabled.

Is the writer enabled? In Windows, check your device manager to ensure the writer is enabled.

Media Issues

Are you using a supported disc type? Check the list below to ensure you are using supported media.

Are you using the correct recording speed? While this writer is compatible with USB 3.0 for higher transfer speeds, if this writer is connected to a USB 2.0 port the maximum CD recording speed is 6X. Maximum read/write speeds per disc type are listed below.

	Maximum Write Speed	Maximum Read Speed
BD-R/-R DL/-R LTH	6X	6X
BD-R TL/-R QL	4X	4X
BD-RE/-RE DL/-RE TL	2X	4X
BD-ROM	---	6X
UHD BD	---	4X
DVD-R/+R+RW	8X	8X
DVD-RW	6X	8X
DVD-R DL/+R DL	6X	8X
DVD-RAM	5X	5X
M DISC DVD	4X	8X
CD-ROM/-R/-RW	24X	24X

Note: M DISC BD-R read/write speeds are the same as regular BD-R speeds, depending on size format.