How to Troubleshoot Dell XPS 720 CD, DVD Blu-Ray Hardware Issues

Here are some tips to resolve issues on CD, DVD, and Blu-Ray Drive in Windows XP of Dell Brand Desktop Model XPS 720. We recommend you to practice if you are a computer repair technician. Find the nearest **Dell Service Center** in your location. There are multiple service providers offering quality repairing services at excellent price quotes.

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Tips offered on Behalf of sulekha.com

Step: 1 How to run an optical drive diagnostics

To perform optical drive diagnostics test, choose the type of diagnostics and click run diagnostics option. Click Launch the application after you Read and agree the terms and Conditions of Dell. It will quick check the PC Diagnostics if application existed else you will be asked to download and install.

Once you download and install the application, it will find any hardware conflicts, if found and resolve automatically within 15 to 25 minutes depending upon the system configuration and tests selected.

After complete analysis, your diagnostics test results will be available in the website for 90days. You can review the troubleshooting suggestions from your previous session for hardware conflicts that has to be resolved manually.

Step: 2 How to burn a CD, DVD or Blu-Ray

Windows XP has a built in functionality to burn CD while it does not have built in feature for burning DVD. Use Roxio/Nero software for DVD Burning in Windows XP.

Insert a blank disc n to the drive and choose open writable CD Folder and hit OK button. Drag the files to CD Folder which you like to burn to the CD. Choose write those files to CD by labeling the CD Name and click next to proceed.

Step: 3 Manual DVD Play Back Troubleshooting

There are 3 steps to manually troubleshoot DVD Playback. Find below:

#1   Update or reinstall the DVD Play Back Software by using Desktop Control Panel>>Add/Remove software.

#2   examine whether Direct Draw is enabled

Do you know How to check direct draw is enabled or not? Here it is described below.

Click Start choose Run option and type DXDIAG in the command prompt and press OK. Verify Direct Draw Acceleration id disabled in DirectX Features in the Display Tab. If found disabled, enable it and leave.

#3   Verify whether the video driver software on your XPS 720 Model is old, old versions may not support and so go for the Dell Website and Download the latest version and upgrade the video driver software by using appropriate service tags.

Step: 3 CD or DVD Does not Read Disc

If above solutions are not working and still your DV/CD Drive is returning error messages.

Use the listed software Windows Media Player, WinDVD, Power DVD, Roxio Family of Products, Nero DVD Burner.

Test DVD Writer with multiple discs, because the problem may also be in the Disc.

Update the optical drive and BIOS of the DELL XPS 720 computer

If Disc not found Option is returned:

Find the best Dell Service Centers in India to help you in assisting your Dell Desktop PC Problems.

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