



## FREQUENTLY ASKED QUESTIONS

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### TECHNICAL

>> **What can I do to make sure I can access all the great features on my *Pirates Of The Caribbean: The Curse Of The Black Pearl* or *Pirates Of The Caribbean: Dead Man's Chest* Blu-ray Discs?**

*Pirates Of The Caribbean: The Curse Of The Black Pearl* and *Pirates Of The Caribbean: Dead Man's Chest* Blu-ray Discs were manufactured to the highest quality available.

It is possible these Blu-ray Discs were manufactured after your Blu-ray Disc player was released. If that is the case, your player may not support all of the features on the disc. In most cases, a firmware or software upgrade to your player will improve playability.

To ensure the best possible viewing experience, we suggest that, prior to playing your discs, you check for updated information that may be available for your specific player or PC

Please contact one of the following for firmware upgrades and consumer support related to your player or PC:

#### PLAYER

#### CONSUMER SUPPORT INFO

**Panasonic BD10**

1-800-211-7262 or [www.panasonic.com](http://www.panasonic.com)  
(Click product support, Click drivers and download)

**Pioneer BDP-HD1**

1-800-421-1404 or [pioneerelectronics.com](http://pioneerelectronics.com) (click on Support)

**Sony BDP-S1**

1-866-909-7669 or [www.sony.com](http://www.sony.com) (click on Service and Support)

**Sony Vaio**

1-888-476-6972 or [www.sony.com](http://www.sony.com) (click on Service and Support)

**PlayStation 3**

1-800-345-SONY (7669) or [www.us.playstation.com](http://www.us.playstation.com)  
Consumers may also download upgrades at  
[www.us.playstation.com/PS3/Network/Updates/default.html](http://www.us.playstation.com/PS3/Network/Updates/default.html)

**Samsung BD-P1000**

1-800-SAMSUNG (726-7864) or  
[www.samsung.com/ContactUs/ContactUs.htm](http://www.samsung.com/ContactUs/ContactUs.htm)  
Consumers may also download upgrades at  
<http://www.samsung.com/support/productsupport/download/index.aspx>

**Samsung BD-P1200**

1-800-SAMSUNG (726-7864) or  
[www.samsung.com/ContactUs/ContactUs.htm](http://www.samsung.com/ContactUs/ContactUs.htm)  
Consumers may also download upgrades at  
<http://www.samsung.com/support/productsupport/download/index.aspx>

**LG BH-100**

1-800-243-0000 or [customerservice@lge.com](mailto:customerservice@lge.com)

**Philips BDP9000/37**

1-888-Philips (1-888-744-5477) or [www.usasupport.philips.com](http://www.usasupport.philips.com)

In addition, if you have any inquires concerning these or any other Disney Blu-ray Disc please contact the Walt Disney Home Entertainment Consumer Support line at 1-800-723-4763 (U.S) or 1-800-877-2843 (Canada).

>> **How much data can you fit on a Blu-ray Disc?**

A Blu-ray Disc is capable of having as much as 25 GB on a single-layer disc and up to 50 GB on a dual-layer disc. That represents 5 times the storage capacity of DVD.



### TECHNICAL (cont.)

**>> Can you explain what 1080p is and how it differs from 1080i?**

All Blu-ray Discs are manufactured in the highest quality 1080p, meaning that each screen image consists of 1080 horizontal lines, each with 1920 pixels. Two types of high-definition resolution exist at this size: 1080i (interlaced) and 1080p (progressive scan). Interlaced images follow the traditional analog method currently used in broadcast television where every other line of information (or one-half the whole image) is transmitted to the television followed by the second half. Progressive scan images, on the other hand, display the whole image frame at once resulting in greater picture sharpness.

**>> What type of surround sound quality will a Blu-ray Disc have?**

Blu-ray Discs will have 5.1, 6.1 or 7.1 channels of surround sound. New audio codecs capable of processing uncompressed, lossless and/or higher quality, compressed audio will create an amazing audio experience for consumers.

**>> What is HDMI and why do I need it?**

A single HDMI cable is the latest innovation to carry multiple channel audio and high-definition digital video signals from your Blu-ray player to your HDTV or HD projector. Connection is simple and only takes a moment. Because the HDMI cable eliminates the analog cable and is capable of transferring digital sources, the Blu-ray Disc's source material remains in its original digital form and transfers without conversion directly to the HDTV for the best possible audio/visual experience directly from the disc.

**>> Will Blu-ray require an Internet connection?**

No, you will not need an Internet connection for basic playback of Blu-ray movies. The Internet connection will only be needed for value-added features such as downloading new extras, watching recent movie trailers, and web browsing.

**>> Why doesn't the Java bonus feature "Filmmaker Q & A" run properly on my Sony Playstation® 3?**

In order to properly play the Filmmaker Q&A feature on *The Guardian* Blu-ray Disc, the Sony Playstation® 3 must be set to output 1080i or 1080p. If the PS3 is set to 480i, 480p, or 720p, the feature will fail and show an error message. Consumers should check the output settings on their Sony Playstation® 3 to ensure proper playability.



## GENERAL

### >> **What is a Blu-ray Disc?**

Blu-ray Disc is the next generation format for high-definition entertainment. It was developed to enable recording, rewriting, and playback of high-definition content, as well as storing large amounts of data. Blu-ray Discs offer up to 5 times the storage capacity of standard DVDs and represent the next step in packaged media to complement your HDTV.

### >> **Why is the format called Blu-ray?**

The name is derived from the blue-violet laser that is used to read and write data on Blu-ray Discs. Standard DVDs by comparison use red laser technology. Blue lasers have a shorter wavelength than red lasers, and when combined with improved optical lens technology, allow for a smaller point of focus and the ability to read more densely packed information on a disc.

### >> **What is the difference between Blu-ray and DVD?**

The simple answer is that Blu-ray is a high-definition format and DVD is a standard-definition format. Much like the evolution from VHS to DVD, the Blu-ray format has received broad support from major entertainment providers, consumer electronics, and personal computer companies as a successor to the current DVD format. Ultimately, Blu-ray represents a revolutionary improvement over DVD in terms of picture and sound quality, and advanced interactivity, delivering a whole new way to experience movies, games and music.

### >> **What advantages does Blu-ray have over HD-DVD?**

The Blu-ray Disc format offers numerous key advantages over HD-DVD, including:

- Greater storage capacity – Blu-ray Discs offer 67% more capacity than HD-DVD per layer.
- The ultimate in high-definition picture quality – Blu-ray delivers full 1080p resolution and supports a higher video peak bit rate than HD-DVD, enabling the sharpest picture possible.
- Unparalleled interactivity – Using BDMV and BD-Java technology, Blu-ray promises to deliver a whole new world of advanced interactivity, including seamless menu navigation, real-time access to visual commentaries, telestrated graphics, and Internet-enabled functionality.
- Broadest industry support – Only Blu-ray has support from the leading names in motion picture studios, consumer electronic, computer manufacturers, and gaming and music companies.
- Stronger durability – Blu-ray utilizes a new specialized disc coating that provides added protection from scratches and damage.

### >> **Can I play my current DVDs on a Blu-ray Disc player?**

Yes. Blu-ray players are fully backwards compatible with existing DVDs. In fact, Blu-ray players will support upscaling of DVDs to near high-definition quality, so your existing DVD collection will look even better than before.



## FREQUENTLY ASKED QUESTIONS

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### PRODUCT

**>> How much will Blu-ray Disc ® titles cost?**

Most Blu-ray™ titles from BVHE will be available for \$34.99 SRP.

**>> Where are Blu-ray Discs currently being sold?**

Blu-ray Discs are initially being sold at major consumer electronics chains, high-end audio/visual stores, mass merchants, online retailers, and clubs.

**>> Where can I buy a Blu-ray Disc player?**

Blu-ray players are available at major consumer electronics chains, high-end audio/visual stores, some mass merchants, some clubs and online.

**>> Do Blu-ray Discs have region coding?**

Yes, Blu-ray titles have region coding similar to DVDs. However, instead of eight regions, Blu-ray uses only three.

Region A: North, Central and South America, Japan, Korea, and Southeast Asia

Region B: Europe (EU), Africa, Middle East, Australia, and New Zealand

Region C: Russia, India, China, and the rest of the world

As with current DVD players, you will not be able to mix and match Blu-ray Discs and players from different regions.