



If it's worth watching in 3D it's on Time Warner Cable Digital TV

3D TV FAQ & Setup Guide

What do I need to view Free On Demand, Movies On Demand, and Special Events in 3D?

I need:	Time Warner Cable Digital TV Set-top Box via:		
Compatible 3D TVs (3D TVs purchased after March 2010)	Cisco/SA 4250 8240 8300 4640	Samsung 3050 3090 3260 3262	Motorola 3200M P1/P2 3400M DCX 3200 DCX 3400
Compatible 3D Glasses	4642	3270	DCX 3400
Compatible set-top Box Connected via HDMI Cable	8640 8642	3270 3272	

What do I need to view Time Warner Cable 3D Pass?

I need:	Time Warner Cable Digital TV Set-top Box via:		
Subscription to TWC 3D Pass	Cisco/SA 4640 4642	Samsung 3260 3262	Motorola DCX3200 DCX3200-M
Compatible 3D TV (3D TVs purchased after March 2010)	8640 8642	3270 3272	DCX3400 DCX3400-M
Compatible 3D Glasses			
Compatible Converter Connected via HDMI Cable			

Ready to get started? Read on.



3D TV FAQ

With the best programs available in No Fee HD and exclusive local On Demand, Time Warner Cable Digital TV is already your go-to for Entertainment and Sports Events. And now we're helping you step into the future with cutting-edge 3D technology. This helpful guide will answer any questions you may have.

I purchased a "3D-Ready" TV a year or two ago. Will it work with 3D content?

Probably not. In order to bring you 3D programming, Time Warner Cable Digital TV is taking advantage of the newest 3D technology which utilizes a new format ("Side by Side" or "Top Bottom" panels, depending on the 3D production) for delivering the 3D images. Your "3D-Ready" TV purchased before March of 2010 will likely not be compatible with this newer format and therefore may not work. Manufacturers of those previously sold "3D-Ready" TV sets have indicated that they will be offering upgrades to make those "3D-Ready" TV sets capable of receiving the new content; however, that equipment is not yet available.

What do I need to see any content that is released in 3D?

Time Warner Cable Digital TV customers will need a new 3DTV, and a compatible Time Warner Cable Digital TV HD or HD/DVR set-top box. (See grids on the previous page for set-tops that can support 3D viewing.) The set-top box must be connected to your 3DTV via HDMI (standard HDMI cables are compatible). Tune to the channel with the 3D programming you'd like to watch and then change the setting on the 3DTV to 3D format. And don't forget that your TV manufacturer's specified 3D glasses will also be required to view the content in 3D. Time Warner Cable 3D Pass requires a subscription.

Will any of my current home theater equipment work with 3D TV?

- A** Many of Time Warner Cable Digital TV's HD and HD DVR set-tops support the newest 3D technology which utilizes a new format ("Side by Side" or "Top Bottom" panels) for delivering 3D content. See the set-top box list to the right for set-tops that can support 3D viewing.
- B** Your "3D-Ready" TV purchased before March of 2010 will likely not be compatible with this newer format and therefore may not work. However some manufacturers have announced they are working on an adapter box for some of their previous 3D-ready HDTVs. Please check with your manufacturer or your local electronics store to see if an adaptor for your specific TV is available.
- C** If you currently have an A/V receiver, it may not have HDMI 3D pass-through technology, which is needed to receive a full HD 3D picture.
- D** High-speed HDMI cables (10.2 Gbps or higher) should work just fine with 3D TVs.

Where do I purchase these new 3D glasses?

The same retailer who sold you the 3DTV should have the compatible 3D glasses available. Since no industry standards on glasses have been adopted, you will need to purchase 3D glasses that the TV manufacturer specifies – likely the same brand as your 3DTV.

Will all Time Warner Cable Digital TV customers be able to view 3D content?

When 3D service is introduced to your lineup, Time Warner Cable Digital TV customers who have a compatible HD set-top box, a 3D TV and appropriate 3D glasses will be able to enjoy the 3D content. Not all 3D programming will be available in all markets. Some 3D content will require a subscription. Also, to receive Time Warner Cable 3D Pass, a subscription is required.

Are there specific brands of 3D TVs that are compatible with 3D?

Consumer Electronics manufacturers continue to introduce new TVs constantly. It is most likely that any 3D TV that you purchase after March 2010 will be compatible with Time Warner Cable Digital TV's 3D offerings.

Will all HD set-top boxes be able to receive 3D content?

Refer to guide on the previous page.

NOTE: You may have another model set-top box that displays 3D TV signals through an HDMI cable, but we cannot guarantee proper 3D display through set tops other than those listed above. If your set-top box does not display 3D TV signals, please visit your local lobby/front counter/payment center to exchange your set-top box.

When will Time Warner Cable make 3D TV more widely available?

Time Warner Cable continues to closely explore the opportunities to license 3D content and to make it available to our customers who want it. Going forward, Time Warner Cable plans to more widely deliver a 3D video experience to our customers, as more 3D content becomes available, and as our customers adopt the new 3D display technologies required to enjoy 3D programming. We will continue to provide free 3D events as well.



3D TV FAQ

If 3D content will be limited initially, why should I buy a 3D-Ready HDTV now?

Time Warner Cable Digital TV customers get all the benefits of watching 2D content on a superb HDTV (including outstanding picture and sound) plus they will have instant access to 3D content when it's available.

Will 3D products be expensive?

Similar to the introduction of HDTV, there may be a slight price differential between an HDTV and a 3D TV unit and the services.

How do the 3D glasses work?

Most of today's 3D-ready HDTVs use active shutter glasses and they will only work with their compatible HDTVs. The glasses run on batteries and sync with the HDTV through either an infrared or Bluetooth signal. As a 3D movie/channel is playing, one frame on the screen will display content for the left eye and the other frame will display content for the right eye. Amazingly, within one second, the screen will produce 120 or 240 alternating frames to create a 3D effect.

Can I watch 2D movies and TV shows in 3D?

Samsung, Sony and Toshiba have announced that some of their 3D-ready HDTVs can convert 2D to 3D, while Panasonic, LG and others are not making that claim yet. Please check with the TV manufacturers for more details.

Can everyone see 3D entertainment?

Nearly one million people in the U.S. suffer from stereo blindness which prevents them from perceiving the intended depth of 3D entertainment experiences. Some of these people may experience no physical problems while others may experience headaches, eye fatigue or other conditions.

What will I see if I tune to 3D programming and I don't have a 3DTV?

If the programming was produced in "Side by Side" panels, you will see a double image on that channel – likely similar to the one seen here. If the programming was produced using "Top Bottom" panels, you will see a double image with one panel stacked on top of the other panel.



SETUP GUIDE

How do I set up my TV system to watch in 3D?

If your on-screen guide looks like this, follow these directions.

1. Press **Settings** on your remote control.
2. Use left-right arrows to highlight **Display**, then press Up/Down arrows to highlight **Output Resolution** and press **OK/Select** on your remote control.
3. Use Up/Down arrows to highlight **1080i** then press **OK/Select** on your remote control.
4. Tune to the 3D channel or programming you are interested in watching.
5. Follow the instructions in the owner's manual for your specific TV model to switch from 2D to 3D mode.



TV Guide:

If your on-screen guide looks like this, follow these directions.

1. Be sure your set-top box is plugged into a power outlet and connected to your TV.
2. Power off the set-top box and then immediately press the **Menu** key on the front panel. If your TV is on, the on-screen menu lists the settings you can configure.
3. Press the **Down** arrow on your remote control to highlight **YPbPr Output**. Press the **Right** arrow and select **1080i** and then press the **Menu** button to save and exit.
4. Tune to the 3D channel or programming you are interested in watching.
5. Follow the instructions in the owner's manual for your specific TV model to switch from 2D to 3D mode.





**Chat is a great way to contact us
with questions while you're online at
www.timewarnercable.com/chat.**

Subscription to Time Warner Cable 3D Pass tier is required to receive ESPN 3D channel. To receive 3D service, a 3DTV purchased after March 2010, compatible 3D glasses, Digital Cable, remote and lease of a Digital set-top box are required. HD TV set and HD converter required for HD service. The compatible HD converter must be connected to your 3DTV via an HDMI cable only (HDMI adapters, including DVI to HDMI are not compatible) and viewer must wear glasses that are compatible with their 3DTV. Some services are not available to CableCARD customers. Not all equipment supports all services. Subject to change without notice. Not available in all areas. Some restrictions apply. Time Warner Cable is a trademark of Time Warner Inc. Used under license. All other trademarks remain the property of their respective owners.