Subject: Problem with new OLED T.V.
Posted by Trilling Me Softly on Thu, 03 Jan 2019 02:05:50 GMT
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I did my research before buying and this one had good reviews, but my goodness the picture is horrible! The screen is so dark that I can barely see the picture no matter what I do. I've read the manual and I'm certain that I have hooked the television up correctly. I hate to return it because I'll be assessed a restocking fee. Is there anything I'm missing in terms of troubleshooting?

Subject: Re: Problem with new OLED T.V.
Posted by Porter on Thu, 03 Jan 2019 03:14:03 GMT
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Well, those televisions and the LED models are darker than others. I'm sure you found that information in your research, so it's either darker than you expected or something else is going on. Is the whole screen dim or just a portion of it? Did you calibrate your new television? If not, I'd start there.

Subject: Re: Problem with new OLED T.V.
Posted by Trilling Me Softly on Thu, 03 Jan 2019 15:24:30 GMT
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You're correct; I knew the screen wouldn't be as bright as some others as new technology has its advantages and disadvantages. I chose what I thought would work best for us after weighing the pros and cons. Here's the thing though, I looked at the floor model at Best Buy and the picture was amazing! The screen was bright! I've played around with calibration and haven't found a solution.

Subject: Re: Problem with new OLED T.V.
Posted by Lost the Remote on Thu, 03 Jan 2019 17:22:19 GMT
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Is it an LG? If so, you might have it in energy-saving mode, which I believe automatically dims the screen. Go into your settings and look for something that says Eco mode, energy-saving mode, green mode or something similar and turn it off. I know Sony makes OLED TVs too, but I'm not familiar with those. They could very well have a similar setting that's the culprit. You could also check with Best Buy about the settings they used in their model T.V. Store lighting is very different so that could be playing a role in your perception as well.

Subject: Re: Problem with new OLED T.V.
Posted by johnnycamp5 on Sat, 05 Jan 2019 00:20:15 GMT
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Yes most new panels come in energy saving mode, and are very dark and disappointing when you first power them on.

Also, as far as I know led and then oled are the brightest display screens around (also lcd).
The darker where the plasma, which are no longer produced.

I own all plasma and wish they still were available. If in a room with all windows they were a bit dark but not towards their final production years. Also their motion blur was non existent.. but so are the better oled's.

Subject: Re: Problem with new OLED T.V.
Posted by Trilling Me Softly on Sun, 06 Jan 2019 19:19:48 GMT
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You guys nailed it! Really, the first page in the owner's manual should read, "Hey, if you can't see the picture, change the power mode." I wonder how many people have returned their television because they thought something was wrong with it due to this "feature". I took the television out of energy-saving mode and recalibrated it for good measure. All is well now. I sure appreciate the help!
johnnycamp5 wrote on Fri, 04 January 2019 18:20
I own all plasma and wish they still were available. If in a room with all windows they were a bit dark but not towards their final production years. Also their motion blur was non existent.. but so are the better oled's.
I thought about getting a large plasma television because I like the one in my den that's 30 inches. I found some excellent deals, but decided not to get one since they aren't being manufactured anymore. To me, it just didn't make sense to spend money on old technology when the new technology is just as good if not better.

Subject: Re: Problem with new OLED T.V.
Posted by sawyer25 on Sun, 13 Jan 2019 15:00:41 GMT
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I am glad that you found a solution rather than returning it and getting charged a fee. I have never had trouble with these reputable brands even when I wasn't getting great picture quality. Most of the time, it has had to be with not getting it right in the settings. I hope you are now enjoying your watching experience.

Subject: Re: Problem with new OLED T.V.
Posted by TheWanderer on Sat, 19 Jan 2019 21:32:13 GMT
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I just looked up OLED televisions and WOW - look at those prices. 8o
My television better unbox itself and start talking to me if I paid that much for it. I'm glad you got it working. My go-to troubleshooting method for my TV is to fiddle with the "Picture Mode" settings.

Subject: Re: Problem with new OLED T.V.
Posted by lilbill on Mon, 21 Jan 2019 09:53:47 GMT
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TheWanderer wrote on Sat, 19 January 2019 15:32I just looked up OLED televisions and WOW - look at those prices. 8o
My television better unbox itself and start talking to me if I paid that much for it. I'm glad you got it working. My go-to troubleshooting method for my TV is to fiddle with the "Picture Mode" settings. These TVs are pricey but I am sure that better deals can be gotten if you look at the right places. TV technology changes really fast and you don't necessarily need to upgrade if your current set works just fine!

Subject: Re: Problem with new OLED T.V.
Posted by johnnycamp5 on Mon, 21 Jan 2019 13:20:52 GMT
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lilbill wrote on Mon, 21 January 2019 04:53TheWanderer wrote on Sat, 19 January 2019 15:32I just looked up OLED televisions and WOW - look at those prices. 8o
My television better unbox itself and start talking to me if I paid that much for it. I'm glad you got it working. My go-to troubleshooting method for my TV is to fiddle with the "Picture Mode" settings. These TVs are pricey but I am sure that better deals can be gotten if you look at the right places. TV technology changes really fast and you don't necessarily need to upgrade if your current set works just fine!
In my experience,
it used to be that the best time to get the "latest and greatest", or even last years model tv's was right before the Superbowl...

So I'd say, start shopping next week LOL....

Subject: Re: Problem with new OLED T.V.
Posted by mamoss on Tue, 22 Jan 2019 16:37:06 GMT
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[/quote]
In my experience,
it used to be that the best time to get the "latest and greatest", or even last years model tv's was right before the Superbowl...

So I'd say, start shopping next week LOL....

[/quote]

Subject: Re: Problem with new OLED T.V.
Posted by mamoss on Tue, 22 Jan 2019 16:39:55 GMT
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I once had a problem with my TV when in real sense, someone had messed up with its settings. From then on, I have always paid enough attention to the user's manual. Now that johnnycamp5 just mentioned Superbowl, I already started shopping for new TV.