Lowrance Hook Reveal Troubleshooting and Help Article

Hook2 or Hook Reveal - How to solve "not powering on."

If your Hook2 or Hook Reveal unit will not power on, please try these possible solutions:

1. Check the connection in the back of the unit. Make sure that the power plug is completely pushed into the unit.
2. Be sure your boat battery is charged up and providing 12 volts through the power cable.
3. Check the fuse on the power positive line. Make sure that the fuse is intact, free of corrosion, and the connections are solid.
4. If you've used spade connectors, please make sure that they are properly crimped and not loose.
5. If your unit displays the Hook logo and immediately powers down, press the power button repeatedly to cycle through the backlight levels. This will brighten the screen and enable the unit to be used.

If you're having problems getting the connector pushed all the way in you can use silicon spray to help lessen the friction caused by the rubber seals.
We recommend using silicon spray from CRC, Liquid Wrench, or WD-40
Spray a small amount directly into the connector hole in the back case of the product rather than on the connector itself.

Using any kind of grease can create an airlock which pushes back on the connector and may create an intermittent contact leading to loss of power or Sonar function.

Where can I find manuals for my Lowrance device?

The manuals are available from five locations

- Most products have the original hard copy manuals in the retail box (we do not stock additional hard copy manuals as spare parts)
- Most units have the Operator Manual pre-installed and directly viewable in the units themselves.
- You can view the manuals for your Registered products from the new smartphone Lowrance App Lowrance App FAQs
- You can search this knowledge base by selecting your product in the Help and Support Section and then selecting "manuals' in the category selector.
- You can download the manuals directly from our websites as follows:

Manuals are in the "Downloads" section of Lowrance.com.

My Screen Turns On and Then Goes Dark

If your display turns on, shows the blue Lowrance startup screen, and then goes completely dark, most likely you have accidently shut your backlight off while powering off your unit.

To resolve this problem, once the unit is powered on and the screen is dark, simply quick press or pulse the “Power” button a few times until the screen brightens back up. Do not hold the “Power” button down, just quickly press and release the button.

To prevent this from happening again, when powering off your display, simply press the “Power” button once and then select “Power Off.” This will save all settings and features and safely shut down your display.

If turning up the brightness does not work then the next step is to check that the power supply to the unit is still supplying enough voltage and that the unit has not shut down. An easy way to check if the unit is still "on" is to quickly press any button and you will hear a beep noise. NOTE that this will only work if you have not disabled Key Beeps.

https://downloads.lowrance.com/

You will be asked to select the Product Series you are interested in. Click on the down-arrow and select the product series you have.

All available downloads for that product series will be listed, including manuals, software updates, and mounting templates.

Display Problems

Here are some suggestions that could solve the problem and prevent you from having to be without your unit!

***Screen goes dark?:** If your display turns on, shows the blue Lowrance screen, and then goes completely dark, most likely you have accidently shut your backlight off while powering off your unit.

To resolve this problem, once the unit is powered on and the screen is dark, simply press the “Power” button a few times until the screen brightens back up. Do not hold the “Power” button down, just quickly press and release the button.

To prevent this from happening again, when powering off your display, simply press the “Power” button one time and then select “Power Off.” This will save all settings and features and safely shut down your display.

*** Cleaning the Screen**: Warm water and soap will work fine. Do not use any type of abrasive cleaners. They will remove the Anti-Reflection coating from the glass.
*** Electrical Noise**: Other electrical devices on the boat can cause lines on the display. To determine the source of the noise, shut off all electronic devices on the boat. Power up only the Lowrance unit. If no lines appear on the screen, then start powering up other devices one at a time until the lines reappear. You may need to route the cables of the problem source away from those of the Lowrance unit.
*** Backlight Flickering**: Make sure your electrical connections are clean and that your power source has a stable ground connection. Try resetting the unit according to the document at this link. Also, make sure your unit has the latest software by downloading the update from our website, lowrance.com.

*** Touch-Screen**: If your unit has a touch screen, use the menu to locate the screen setup or interface setup section. There you will find a Calibrate Screen feature. Touch that button and follow the instructions.
*** Update the Software**: Make sure your unit has the latest software version. Go to the Software Update page on Lowrance.com. The updates are free.
*** Reset the Unit**: Sometimes resetting your unit can solve unusual display issues. To find the reset procedure for your unit, go to the home page of this knowledge base. In the search box, type the model of your Lowrance product plus the words "Unit, Manual, and Accessories." In the results, click on the one with your model. The reset procedures will appear near the bottom of the product information page. **Try a Soft Reset first**, this will return your settings to factory defaults.
If you decide to try a Hard Reset, save any important stored data to an MMC or SD card or write the information down. The data will be deleted during this process.
You can download the latest software version for your unit from the following link. Select your product series in the dropdown and scroll down to the Software section https://downloads.lowrance.com/

Depth Reading Problems: things to check

Here are some suggestions to help overcome depth related problems:

- **Transducer Type selected correctly:** Make sure that the transducer you are using is selected in 'Transducer Type' found under SETTINGS>SONAR>INSTALLATION. Under 'Transducer Type' verify that your current transducer is listed. If you see 'Unknown', press 'Transducer Type' and select your transducer from the list. Under 'Source' be sure the correct channel is selected. Channel 1 is the blue connector. Channel 2 is the black connector.
- **Transducer angle adjustment:** When the depth transducer transmits, a sound wave radiates outwards in a cone and is then reflected off the seabed. A similar analogy is shining a flashlight into a mirror. As you vary the angle of the flashlight's beam into the mirror, it alters the reflected beam out of the

mirror. The same principle applies to sound waves transmitted by your depth transducer and reflected off the seabed. If the depth works okay at lower speeds but not at higher speeds, this could be due to the angle of the hull changing relative to the seabed, which affects the transducer angle pointing at the seabed. To overcome this problem, it is necessary to physically adjust the tilt of the transducer so that the beam hits the seabed when idle, but also when the boat is planing at higher speeds. Consult your user documentation for beam angles.

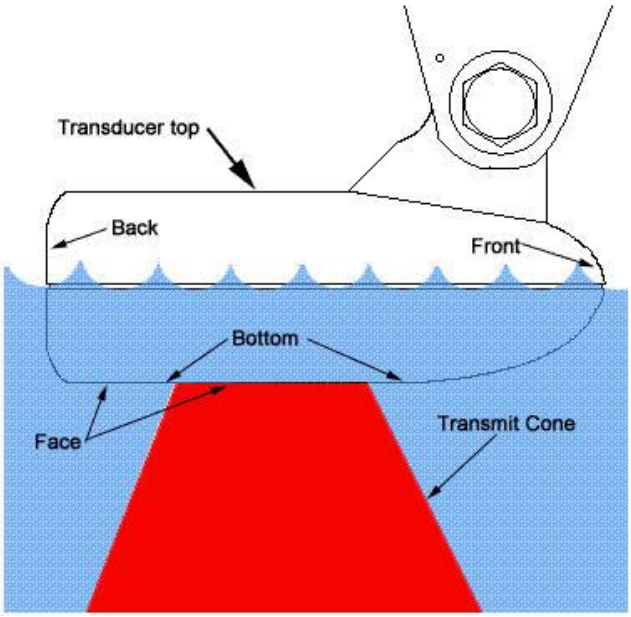
- **Losing depth when the boat is moving:** This is most likely due to cavitation (turbulence / bubbles) in the water surrounding the transducer. The transducer cannot transmit or receive signals (sound waves) through this turbulence. To overcome this, you may need to move the transducer so it sits slightly deeper in the water or physically move it to another location where the flow of water is less turbulent under the hull.
- **Losing depth in shallow water:** On power boats when travelling at very high speeds in shallow water, it can sometimes be difficult for a high-powered device to capture the incredibly fast returns off the seabed. In these situations, try turning off the automatic sensitivity setting and manually reducing the sensitivity until the unit locks onto the bottom.
- **Losing bottom over weeds:** When trolling over weed beds in 20 ft. (6 m) of water or less, you may experience vertical bars, loss of the chart picture or the digital depth. Dependent upon the model of your unit, a general outline of the procedure follows:

1. First, do a soft reset of the unit
2. Then go to the Full Sonar Chart screen
3. Press Menu and select Sonar Features
4. Now turn the Chart Manual Mode to On
5. This will leave everything in Automatic Mode except the depth
6. Now go back to the main menu and set the depth range for the depth you are in such as 0-20 feet.

- **Losing depth when another sonar unit is on:** If two or more sonar units using the same transducer frequency are operating at the same time, one or more of them may lose the depth reading due to the interference. It is like two radio stations trying to both broadcast on 97.3 FM. In shallow water, if the transducers are far enough apart, you may be able to operate them together. However, the deeper the water, the wider the beams spread out. When they cross each other, interference occurs. Some units enable you to select the frequency the transducer is using. If your unit supports this feature, try setting each unit to a different frequency in deeper water to prevent interference.
- **No depth reading at any time:** Clean the bottom of the transducer with a soft damp cloth to remove any marine growth or debris stuck to the active faces of the transducer. Any dirt, weed etc stuck to the face of the transducer will dramatically reduce performance. Note, be very careful to ensure the cloth is clean to prevent scratching the face of the transducer which will also affect performance.

Other things to check are:

1. ensuring the beam is shooting down (see picture below)
2. Checking the transducer connections at the back of the unit
3. Checking the connector pins for any signs of corrosion and cleaning them
4. Checking the cable for frayed or pinched areas
5. If the transducer or wiring is cracked or damaged allowing water to penetrate, the transducer will not work.



- * **Phone a friend: i**f a friend has the same transducer and power connection on their boat, try your unit on their cables. If your unit works on the other boat, your transducer may need to be replaced.

Selecting your transducer

The sonar image on your display starts with the transducer, so its characteristics greatly affect the performance of the system. With so many different technologies, transducer selection may seem mystifying. The main points to consider are how will it be mounted, what views do I want and what frequencies do I need.

How will it be Mounted?

- Most inland water boats are fitted with a transom or a shoot-thru-hull broadband sounder™ transducer as well as a second broadband sounder transducer on the bottom of the trolling motor, if equipped. Today, a transom mounted StructureScan HD® transducer can be found on most inland fishing boats.
- Most bay/flats/offshore boats are fitted with a transom mount or a thru-hull transducer.

What views do I want?

- Broadband and CHIRP can be accomplished with the same transducer—the difference is how the signal from the transducer is processed by the sonar module.
- StructureScan HD requires a different style of transducer
- SpotlightScan requires a dedicated transducer mounted to a foot-controlled trolling motor.

What Frequency do I need?

Here is a quick breakdown:

- **Low CHIRP or 50kHz**—Lower frequency means higher power for deep-water fishing.
- **Medium CHIRP or 83kHz**—Specifically designed to give the widest coverage area, 83 kHz is ideal for watching a bait under the transducer in shallow water.
- **High CHIRP or 200kHz**—Higher frequencies display a higher resolution image making it easy to discern fish from structure or structure from the bottom.
- **455kHz**—Built into StructureScan HD and SpotlightScan, 455kHz allows for scanning of a large range with picture-like detail.
- **800kHz**—Also built into StructureScan HD and SpotlightScan, 800kHz yields less range but even higher resolution detail than 455kHz.

What is special about the HDI Transducer?

The HDI transducer is capable of producing both a traditional sonar image and a Lowrance DownScan Image™.
The HDI transducer comes in two frequency configurations, 83/200/455/800kHz and 50/200/455/800kHz. In both instances the 455/800kHz frequencies are what produce

the DownScan Image™ and either the 83/200kHz or 50/200kHz frequencies produce the traditional sonar image.

- 455/800kHz DownScan Imaging™ is capable of maintaining depth and water column information to 300 feet deep.
- 83/200kHz traditional sonar imaging is capable of maintaining depth and water column information to 1,000 feet deep.
- 50/200kHz traditional sonar imaging is capable of maintaining depth and water column information to 2,500 feet deep.

It is important to choose the correct transducer for your application.
While both transducers feature the standard Lowrance Skimmer® style transom mount, the 83/200 HDI transducer also features a modular design found in current DSI transducers. This modular design allows for an optional low profile trolling motor mount to reduce impacts to the transducer. Due to the overall size of the 50/200kHz HDI transducer does not feature this modular design.