

TN 164 DB4 Bioamp Stays Locked

When the HS4 is turned on the DB4 should go through initialization and show GAIN on the front panel. This TechNote addresses troubleshooting for when the DB4 remains locked.

1. Make sure the batteries in the HS4 are fresh.
2. Cycle the power on the XB1 rack containing the DB4.
3. Make sure the fiber optic cable is inserted properly and fully seated. It should click into place when inserted properly.
4. Make sure there are no kinks in the fiber optic cable.
5. Some models of the DB4 had problems initializing when they heated up. If the problem only appears after running for an hour or two (i.e. after the DB4 has heated up), contact TDT to return the DB4 and HS4 to solve the problem.