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Mackie HM-400

Mackie HM-400 4-Channel Headphone Amplifier User Manual

Introduction

The Mackie HM-400 is a 19-inch rackmount 4-channel headphone amplifier designed for professional audio applications such as studios, houses of worship, and practice spaces. It provides extensive versatility and high-quality sound reproduction for multiple listeners. This manual provides essential information for the proper setup, operation, and maintenance of your HM-400 unit.

Key features include:

- L/R main stereo inputs plus L/R stereo outputs
- Three headphone outputs per channel
- Auxiliary input on each channel with balance control to mix main and auxiliary signals
- Mute and stereo/2-channel mode switches per channel
- A total of 12 headphone outputs

What's in the Box

Upon unpacking your Mackie HM-400, please verify that all components are present:

- Mackie HM-400 Headphone Amplifier
- AC Power Cable
- Quick Start Guide / User Manual
- Self-adhesive rubber feet (for non-rackmount use)



Image: The Mackie HM-400 box contents, showing the amplifier, power cable, and documentation.

Setup

1. Physical Installation

The HM-400 is designed for standard 19-inch rack mounting. Secure the unit using appropriate rack screws. If not rack-mounting, attach the included rubber feet to the bottom of the unit to prevent slipping and protect surfaces.

2. Power Connection

Connect the supplied AC power cable to the IEC power inlet on the rear panel of the HM-400 and then to a suitable AC power outlet. Ensure the voltage selector switch (if present and accessible) is set to the correct local voltage (100-120V or 220-240V) before connecting to power. The power switch is located on the front panel.

3. Audio Input Connections

The HM-400 features main stereo inputs and auxiliary inputs for each channel.

- **Main Inputs:** Connect your primary stereo audio source (e.g., mixer, audio interface) to the MAIN IN L/R XLR or 1/4-inch TRS inputs on the rear panel. These inputs feed all four headphone channels.
- **Auxiliary Inputs:** Each of the four headphone channels has a dedicated 1/4-inch TRS auxiliary input on the front panel. Use these to feed individual, separate audio signals to specific headphone channels, allowing performers to monitor their own mix alongside the main mix.

4. Headphone Output Connections

Each of the four channels provides three 1/4-inch TRS headphone outputs on the front panel, totaling 12 outputs. Connect your headphones to these jacks. Ensure headphones have an impedance suitable for the amplifier (typically 8 ohms or higher).



Image: Front panel overview of the Mackie HM-400, highlighting input level, channel controls, and headphone outputs.



Image: Rear panel overview of the Mackie HM-400, showing main XLR/TRS inputs and outputs, and the AC power inlet.

Operation

1. Power On/Off

Press the POWER switch on the front panel to turn the unit on or off. The power indicator LED will illuminate when the unit is on.

2. Main Input Level Control

Adjust the MAIN LEVEL knob on the front panel to set the overall input level for the amplifier. This controls the signal strength sent to all four headphone channels from the main inputs. Monitor the input level meters to avoid clipping.

3. Individual Channel Controls (Channels 1-4)

Each of the four headphone channels has independent controls:

- **Aux Input:** Connect an auxiliary audio source to the 1/4-inch TRS AUX IN jack for that channel.
- **Balance:** The BALANCE knob allows you to mix the main input signal with the auxiliary input signal for that specific channel. Turn left for more main signal, right for more auxiliary signal.
- **Mute:** The MUTE button silences the output for that channel.
- **Stereo/2-Ch Mode:** This switch determines how the main input signal is routed. In Stereo mode, the left and right main inputs are sent to the left and right headphone outputs respectively. In 2-Ch mode, the left main input is sent to both left and right headphone outputs, providing a mono signal.
- **Bass/Treble EQ:** Use these knobs to adjust the low and high frequencies of the audio signal for the individual channel, allowing for personalized sound shaping.
- **Output Level:** The large OUTPUT knob controls the volume for all three headphone outputs on that specific channel.

4. Main Outputs

The HM-400 includes MAIN OUT L/R XLR outputs on the rear panel. These outputs pass through the main input signal, allowing you to daisy-chain multiple HM-400 units or send the main signal to other audio equipment.

Maintenance

To ensure the longevity and optimal performance of your Mackie HM-400, follow these maintenance guidelines:

- **Cleaning:** Regularly wipe the unit with a soft, dry cloth. Avoid using abrasive cleaners, solvents, or waxes, as these can damage the finish and controls.
- **Ventilation:** Ensure adequate airflow around the unit, especially if rack-mounted. Do not block ventilation openings.
- **Environmental Conditions:** Operate the HM-400 in a dry environment, away from extreme temperatures, direct sunlight, and excessive dust.
- **Cable Management:** Keep cables organized and free from kinks or excessive tension to prevent damage to connectors and internal wiring.

Troubleshooting

If you encounter issues with your HM-400, refer to the following common troubleshooting steps:

- **No Power:** Ensure the power cable is securely connected to both the HM-400 and a working AC outlet. Check the power switch position.
- **No Sound from Headphones:**
  - Verify that the HM-400 is powered on.
  - Check the MAIN LEVEL knob and individual channel OUTPUT knobs are turned up.
  - Ensure the MUTE button for the affected channel is not engaged.
  - Confirm that your audio source is sending a signal to the HM-400's main inputs.
  - Check headphone connections and ensure headphones are functioning correctly.
  - If using the Aux Input, ensure the BALANCE knob is set appropriately.
- **Distorted Sound:**
  - Reduce the MAIN LEVEL and individual channel OUTPUT levels to prevent clipping.
  - Check the input level from your audio source; ensure it is not overdriving the HM-400's inputs.
  - Inspect all audio cables for damage or improper connection.
- **Hum or Noise:**
  - Ensure all audio cables are properly shielded and connected.
  - Try connecting the HM-400 and other audio equipment to the same power circuit to avoid ground loops.
  - Move the unit away from sources of electromagnetic interference (e.g., power supplies, computers).

If these steps do not resolve the issue, please contact Mackie customer support for further assistance.

Specifications

Feature	Specification

Feature	Specification
Brand	Mackie
Model Number	2058856-00
Item Weight	8 pounds (3.63 kg)
Product Dimensions	19 x 8.8 x 1.8 inches (48.26 x 22.35 x 4.57 cm)
Number of Channels	4 (with 3 headphone outputs per channel)
Total Headphone Outputs	12
Connectivity Technology	Auxiliary, XLR, 1/4-inch TRS
Compatible Devices	Any audio source device with appropriate output connectors
Manufacturer	Loud Technologies, Inc.
Date First Available	January 29, 2018

Warranty and Support

Warranty Information

Mackie products are covered by a limited warranty. Specific warranty terms and conditions, including duration and coverage details, are typically provided with your product documentation or can be found on the official Mackie website. Please retain your proof of purchase for warranty claims.

Customer Support

For technical assistance, service, or further inquiries regarding your Mackie HM-400, please visit the official Mackie website or contact their customer support department. Contact information and support resources are usually available on their website.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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