

HM | DCC & HM7000 – Troubleshooting

When I install a Profile to my HM7000 decoder, my locomotive no longer functions.

An error has occurred during the install of a **Profile** on the HM7000 decoder.

- Please view the **Device Health** section in the **Manage Device** menu for the decoder that is not working. Ensure that all fields on the **Device Health** section are all ticked **GREEN**.
 - If you notice a '**!**', next to any fields. It is advised to reinstall the **Profile** on your HM7000 decoder until all fields in the **Device Health Check** section are **GREEN**. For Information on how to do this, please view [HM | DCC & HM7000 – Installing \(Sound\) Profiles](#) and check the installation of your HM7000 decoder in your locomotive.
 - **Power-Cycle** your locomotive 3 times.
 - Ensure your phone or tablet is within specification and compatible with the HM | DCC application.
 - Devices 5 years and older than the phone or tablet release date from today's date may work, but correct function cannot be commented on by Hornby Hobbies.
 - Please view the **Device Incompatibility List** and ensure that your phone or tablet is not featured:
 - https://d63oxfkn1m8sf.cloudfront.net/7216/7878/5092/HM.DCC - HM7000_Incompatible_Devices_List_13-3-2023.pdf
- If you still have issues, please follow the below *belt & braces* approach to **Profile** installation:
 - Close all other apps on your phone or tablet prior to launching the HM | DCC app.
 - Ensure that your device is not set to 'Low-Power Mode'.
 - Ensure that your phone or tablet is updated to the latest iOS or Android version.
 - Restart your phone or tablet.
 - Ensure that your phone or tablet is connected to WiFi and your internet connection is stable. Please perform a speed-test to ensure that WiFi is working correctly.
 - Please check that the installation of the HM7000 decoder is correct in your locomotive. (Please review documentation enclosed within your locomotive pack to ensure the decoder is installed correctly).
 - Remove all other locomotives from the rails apart from the HM7000 fitted locomotive you are experiencing issues with. (It is also good practice, to have the locomotive placed on a separate rail to the rest of the layout).
 - Launch the HM | DCC app.
 - Tap on the **Control** '' icon.
 - Tap on the locomotive that has assigned to it, a HM7000 with issues. (You will notice a prompt at the top of the screen in **YELLOW** stating to reinstall the **Profile**).
 - Tap on **Manage Device**.
 - Tap on **Browse Profiles**.
 - Tap on the **Class 08 (SD009) Profile**. (This is the smallest **Profile**, and easiest to install. We will simply test if the HM7000 decoder is the issue).

- Ensure that your HM7000 decoder is connected to HM | DCC and the Bluetooth® icon '  ' is **BLUE** and your locomotive and HM7000 decoder are powered.
- Place your phone or tablet around 3-6 inches away from your stationary locomotive, tap on the **Install Locomotive Profile** button and then tap on the **Proceed** button.
- Please allow up an average of *8 minutes* for the new **Profile** to install. It may take longer based on your phone or tablet. It is advised to keep your phone or tablet still and plugged into mains power during the entire installation process.
- Once the installation is complete, please **Power-Cycle** your decoder by removing the locomotive from the track, waiting **90 seconds**, and replacing the locomotive.
- Tap on the tick to remove the **Power-Cycle** prompt and then tap on **Dismiss**.

- Tap on the **Control** '  ' icon.
- Ensure that your HM7000 decoder is connected to HM | DCC and the Bluetooth®

icon '  ' is **BLUE** and your locomotive and HM7000 decoder are powered.

- Tap on your locomotive that previously had issues. Tap on **Manage Device**.
- Check the **Device Health Check** to ensure that all ticks are **GREEN**.
- Tap on the **Control** '  ' icon.
- Try and control your locomotive with the **Speed** slider. Does the locomotive move?
If **YES**: Please proceed to follow the below process:

- Tap on **Manage Device**.
- Tap on **Browse Profiles**.
- Tap on the **Profile** you wish to install.
- Ensure that your HM7000 decoder is connected to HM | DCC and the

Bluetooth® icon '  ' is **BLUE** and your locomotive and HM7000 decoder are powered.

- Place your phone or tablet around 3-6 inches away from your stationary locomotive, tap on the **Install Locomotive Profile** button and then tap on the **Proceed** button.
- Please allow up an average of *15 minutes* for the new **Profile** to install. It may take longer based on your phone or tablet. It is advised to keep your phone or tablet still and plugged into mains power during the entire installation process.
- Once the installation is complete, please **Power-Cycle** your decoder by removing the locomotive from the track, waiting **90 seconds**, and replacing the locomotive.
- Tap on the tick to remove the **Power-Cycle** prompt and then tap on **Dismiss**.

- Tap on the **Control** '  ' icon.
- Ensure that your HM7000 decoder is connected to HM | DCC and the

Bluetooth® icon '  ' is **BLUE** and your locomotive and HM7000 decoder are powered.

- Tap on your locomotive that previously had issues.
- Tap on **Manage Device**.
- Check the **Device Health Check** to ensure that all ticks are **GREEN**.

- Tap on the **Control**  icon.
 - Try and control your locomotive with the **Speed** slider. Does the locomotive move?
- If **NO**:
- Please repeat the above process a *few more times*.
 - If after a few attempts, you have no success, please contact HM.customercare@hornby.com for further assistance.

When I open the HM | DCC app, it crashes.

This is usually a memory or compatibility issue with your phone or tablet.

- Ensure that the selected device is within specification and compatible with the HM | DCC application.
 - Devices 5 years and older than the phone or tablet release date from today's date may work, but correct function cannot be commented on by Hornby Hobbies.
 - Please view the Device Incompatibility List and ensure that your phone or tablet is not featured:
 - https://d63oxfkn1m8sf.cloudfront.net/7216/7878/5092/HM.DCC_-_HM7000_Incompatible_Devices_List_13-3-2023.pdf
- Close all other apps on your phone or tablet prior to launching the HM | DCC app.
- Ensure that your device is not set to 'Low-Power Mode'.
- Ensure that your phone or tablet is updated to the latest iOS or Android version.
- Restart your phone or tablet.
- Uninstall the HM | DCC app and then reinstall the HM | DCC app. Please note that you are advised to **Unlink and Delete** any HM7000 decoders from HM | DCC prior to deleting the app from your phone or tablet. If it is not possible to do this, you may be required to **Reset** your HM7000 decoder prior to linking it to the new install of the HM | DCC app.
 - It is advised to use the **Export Device Reset Codes** from the **Settings**  screen prior to uninstalling the HM | DCC app.
 - If this is not possible, *1-use Reset Codes* can be requested from HM.customercare@hornby.com if required.