



## **FAQs for Genie Universal Wireless Keypad**

### **1. How many different openers can you control with the Genie Universal Keypad?**

With the Genie Universal Keypad, you can control a combination of up to 3 different garage door openers. Each of the 3 openers can be programmed individually of the others so having multiple brands of openers controlled by a single keypad is not a problem.

### **2. Are any manufacturer settings of the Genie Universal Keypad pre-programmed?**

No, the Genie Universal Keypad does not come pre-programmed with any specific manufacturer brands/specifications.

### **3. Does the Genie Universal Keypad have a pre-programmed PIN number?**

No, the Genie Universal Keypad does not come with a pre-programmed PIN number. The PIN number for the keypad is set during programming.

### **4. What kind of batteries does the Genie Universal Keypad use?**

The Genie Universal Keypad uses 2xAAAs. You can access the batteries by removing the battery cover on the front lower portion of the keypad.

### **5. Why does the keypad beep every time I press a button?**

The Genie Universal Keypad will emit a tone each time a button on the keypad is properly pressed. This gives the user an audible sound to confirm their button press has been received by the keypad.

### **6. Why does the Genie Universal Keypad operate the door without the PIN?**

The Genie Universal Keypad will stay active for 15 seconds after the door has moved for security reasons (should you need to move the door again quickly).

## **7. What openers are compatible with the Genie Universal Keypad?**

Control the most popular brands of garage door openers such as Genie®, Overhead Door®, Chamberlain®, Linear®, Wayne Dalton®, plus many more!

Overtime, we will implement additional manufacturers which means the compatibility list can and will change.

You can use this link to find the most up to date [compatibility chart](#).

## **8. Will the Genie Universal Keypad work with any other brands/specifications other than what is on this list?**

For rolling code brands/specifications, no, the keypad will not work on any other brands/specifications other than what is listed. For dip switch brands/specifications, it is possible if they are on the same MHz, however, without proper testing of individual units, this cannot be confirmed. Also please remember, Genie operator accessories should only be used on products produced 1993 and after that have functional safety sensors.

## **9. Does the Genie Universal Keypad use dip switches?**

The Genie Universal Keypad does not use physical dip switches, but it does use “virtual dip switches” – or dip switch codes created by using specific button presses on the keypad. Once in the mode to receive dip switch input, the user will press 1=UP, 2=MIDDLE and 3=DOWN to represent the location of trinary dip switches or 1=UP, 2=DOWN for binary dip switches.

## **10. How do I clear out the Genie Universal Keypad and return it to factory settings?**

Press both the PROGRAM & UP/DOWN keys at the same time and hold for 5 seconds (a tone will sound) - then release both buttons. The green LED will flash and go out.

Perform this task first before setting the PIN or at any time the keypad needs to be reset to its factory default.

## **11. When working with Chamberlain®/LiftMaster®/Craftsman® Yellow Learn Button units, I am having trouble programming the universal keypad to the operator head/receiver.**

When programming a Chamberlain/LiftMaster/Craftsman operator with the yellow learn button, be sure to follow the specific programming instructions for these units. After preparing the keypad to receive a yellow learn button unit, on the garage door opener:

1. Press the yellow LEARN button for 2-3 seconds and then release
2. On the keypad, press and release the UP/DOWN button once every 2 seconds until the garage door opener operates. Let it run until it stops.

TIP: As soon as the opener activates, DO NOT press any additional buttons until the opener stops running.

3. With the **keypad back lighting still flashing**, repeat steps 1 and 2 above.

TIP: As soon as the opener activates, DO NOT press any additional buttons until the opener stops running.

Programming is complete.

## **12. What is the trick when working with Marantec® products?**

If there are no other remotes or keypads being used with the Marantec opener, follow the Genie Universal Keypad instructions to program.

If you already have a Marantec remote(s) paired to the operator and you program the Genie Universal Keypad, the keypad will work the opener, but the existing remote(s) will not.

In order to use a Genie Universal Keypad with a Marantec opener, you will need to use a Genie Universal Remote as well. The TEACH & PAIR METHOD in universal remote instruction can use the universal keypad you just paired to the opener as the 'existing operational remote' and learn the proper code from the keypad. When the TEACH & PAIR METHOD instructions call for the existing operational remote, use the paired universal keypad in its place.

## **13. When working with any of the dip switch style units, do I still need to program the keypad to the opener head?**

After entering the converted dip switch code into the keypad, there is no need to program to the opener head. When the UP/DOWN key is pressed, the opener will operate, and programming is complete.