Aladdin Connect® FAQs

Create Virtual Keys, Rules & Notifications

Inviting Additional Users and Creating Virtual Keys

1. What is an additional user?

Under the USERS tab of your Aladdin Connect app, you can invite other people to also access your garage through the app. They will download the app, setup their own account, and accept your invite to access your garage.

2. Not all users are the same though, how can I be sure the right people are getting in at the right times?

There are different access types available and you can personalize this for each person *before* you send the invite = creating a **Virtual Key**.

- **Full Access** can be given to people like family members or roommates. Full family style access will let the user open or close the doors you give them access to and they are able to see the state of the doors at any time or day.

  Example: **Little Johnny** can have access to **all doors**.

- **Temporary or Recurring Access** can be given to people like babysitters, dog walkers or service providers. This type of access will allow the user to open or close the doors you give them access to only at the specific date, day and times you set them up for. These users will not be able to see if/when the door is open or closed.

  Example of Temporary Access: **Dave the Plumber** can have access to **DOOR 1** but only **Monday, April 21st, 2019**, between the hours of **8:00am – 10:00am**.

  Example of Recurring Access (repeatable): **Jane the babysitter** can have access to **DOOR 1** but only every **Monday and Wednesday** between the hours of **8:00am – 4:00pm**.

  The added users cannot invite or remove other people from the door or create door rules. Only the owner can invite additional users or create rules. Once the specific

date/time and/or designated time periods have passed, these users will no longer have access to their doors.

Creating Rules & Notifications

3. **What is a Rule?**

Rules are a set of criteria set by you that tell your garage door what to do when something happens.

4. **What types of Rules can I create?**
   - A **Time Range Rule** sets a "schedule" for your garage door:

     Example: If Aladdin Connect finds **DOOR 1 open** between the hours of **11:00pm-5:00am** on **any day of the week** - please **close** it. You can also choose 'close and notify' or just a 'notify me' option.

     * Note – if the door cannot be closed for whatever reason, Aladdin Connect will try again 2 minutes later. After 2 failed consecutive commands, ultimately it will 'shut down' in the name of safety. You will receive a 'UL Lockout' message and must operate the door locally (from a wall console, remote, etc…) to clear this message and to use your app again.

   - A **Duration Rule** closes your garage door if it has been open for a certain period of time:

     Example: If Aladdin Connect finds that **DOOR 1** has been **open** for **longer than 1 hour** on either **Monday, Wednesday or Friday** - please **close** it. You can also choose 'close and notify' or just a 'notify me' option.

   - A **Notification Rule** alerts you when one of your identified users has operated the door by using the app:

     Example: If Aladdin Connect finds that **DOOR 1** has been **operated by little Johnny** through the app on **any school day** – please notify me.