



Aladdin Connect® FAQs for All Aladdin Connect App Users

There are 2 ways that a garage door opener can be operated through the Aladdin Connect App – either by using an Aladdin Connect Standalone Device or by using a garage door opener that has Aladdin Connect integrated inside it.

While there are 2 different ways to use Aladdin Connect, there are some general requirements and FAQs that can be listed that will apply to all situations.

1. Most major garage door opener brands produced after 1993 with safety sensors are candidates to have Wi-Fi capabilities.

If you are interested in a *new garage door opener* with Wi-Fi capabilities from The Genie Company, be sure to look for new Genie units that feature integrated Wi-Fi built in. The box will indicate that Aladdin Connect is *included*.

If you already have an *existing garage door opener* and are interested in *updating it to become Wi-Fi compatible*, consider the Aladdin Connect standalone device that is backwards compatible with most major garage door opener brands produced after 1993 that have safety sensors.

2. Do I need internet access for the Aladdin Connect system to function?

Yes - the system requires internet access at your home, a compatible Wi-Fi Router, and a compatible smart device.

3. What type of Wi-Fi router do I need to support my Aladdin Connect device?

Your Wi-Fi router must meet this specification: 802.11 b/g/n, 2.4GHz with WPA2 or WPA Security. You must have your Wi-Fi home network name and password available to complete setup.

4. I have an old router that only supports WEP (Wired Equivalent Privacy) encryption. Will Aladdin Connect work with this?

No. The WEP standard was introduced in 1999 and retired in 2004. WPA encryption was introduced in 2003 to address the security issues related to WEP. The latest standard is WPA2. If you are still using WEP, we highly recommend that you upgrade your router to have the latest in modern security. Aladdin Connect does work with both WPA and WPA2.

5. Do I need to download the Aladdin Connect app to operate the garage door opener through Wi-Fi?

Yes – you will need to download the free Genie Aladdin Connect App onto your smart device. You will follow the app instructions to complete setup of the device.

6. Will Aladdin Connect work with my Android/Apple phone or tablet?

Yes, it will work with Android versions 4.4 and higher; and Apple iOS 8 versions and higher.

7. My garage is not very close to the router in my house. Will Aladdin Connect still work for me? How can I know if I will have good Wi-Fi signal strength in my garage?

Wi-Fi signal strength in the garage depends on many things. An easy way for a consumer to test signal strength is to go into the garage where the opener will be located and use the designated smart device to access and browse web pages (surf the web). If web pages can quickly be loaded, scrolled through, loaded again, etc... this is a good indicator of a signal strength that can properly operate an Aladdin Connect device. There are also free apps that could help detect your signal strength although Genie does not specifically endorse any of them. If the signal is weak, you can relocate your router closer to the garage, or purchase a Wi- Fi extender at your local electronics store or online. The extender needs to meet the same specification as the router: 802.11 b/g/n, 2.4GHz with WPA2 or WPA security.

8. What is the average monthly data usage?

The data usage is dependent on the number of minutes the door is used or how often you use the app. Standard data rates from your provider will apply.

9. I have a one-piece garage door. Will Aladdin Connect work with it?

No. Due to UL requirements, Aladdin Connect will only work with sectional-style residential garage doors.

10. What do I need ahead of time to setup my account with Aladdin Connect?

You will need to download the free Genie Aladdin Connect App onto your smart device to setup your account. You will follow the app instructions to complete setup of the device, as well as use it to invite additional users and create personalized rules and notification settings. You will also need to have your home Wi-Fi network name and password handy when the app asks for it.

11. Why will the app not allow me to create an account?

At the landing screen, there is an option to "Sign In" or to "Create a New Account". If you are choosing "Create a New Account", be sure to verify that your password follows the password rules.

12. The app wants me to scan in the QR code on my device. Where is the QR code located?

On your Wi-Fi integrated garage door opener, the QR code that allows you to scan in your device is under the lens cover, on top of the operator or on the front of your owner's manual. On your Aladdin Connect standalone device, it is on the back of the Door Control Module. Be sure to tap "Press to Scan" in the app (on your smart device) to scan in this QR code or you can also type in the serial number (S/N) from the label instead. The QR code can only be scanned ONE TIME to setup your device.

13. The app asks me for the Wi-Fi network name and security key – what is this?

This is the name of your personal home Wi-Fi network you are trying to connect Aladdin Connect to. The security key is the password to your home Wi-Fi network.

14. Why does it take a few moments for the app to open & close my garage door?

It depends on the speed of your network for the home AND the smart device where you are operating it from. Keep in mind an additional five seconds are required by UL to ensure an adequate warning (including a flashing white light and audible alert). This is done for safety purposes to warn anyone near that the door is about to move.

15. Can I let someone else control my door?

Absolutely! You can invite up to 19 other approved users to access your garage door(s) through your account. Have the user download the Aladdin Connect app to create an account, then send the person an invite via email from the USER tab inside your app. Design their Virtual Key however you want! Full access Virtual Keys for family members, limited/recurring keys for folks like babysitters or dogwalkers and temporary access keys for service providers such as plumbers, electricians, etc... You can set detailed access keys for access and still remove them at any time you see fit. Very flexible!

16. How long does the history menu keep records?

The history keeps a record of the last 100 open/close operations on a rolling basis. If any authorized user has operated the door using the app, it will even show their name. If any rule-activation has caused the door to close, the history list will indicate this as well.

17. When logged into the Genie Aladdin Connect App – will I stay logged in until I sign out, or will I have to always log in/out?

It is user selectable as to which way you prefer. You will find this on the Login screen.

18. What kind of features does Aladdin Connect offer as far as inviting additional users, setting event schedules and notifications?

Under the USERS tab inside the app, you can send virtual keys to up to 19 additional people to access your garage door through the app. You can set personalized access schedules by user before sending them the invite.

Under the RULES tab inside the app, you can set customizable schedules and notifications. If you would like your door to close during a certain time of day or if you would like it to close after a certain period of time, no problem! If Little Johnny used his Aladdin Connect app to get in the house after school, the push notifications will let you know!

Reference the Aladdin Connect FAQ document for Virtual Keys, Rules & Notifications for information about these benefits.

19. Is Aladdin Connect compatible with any smart home platforms?

Yes! Aladdin Connect is compatible with Amazon Alexa and Google Assistant.

20. My app has a "UL Lockout" message, what does this mean?

This is a safety feature. This means that your garage door opener has received two consecutive commands that it cannot perform (for an unknown reason). For example, if the door has tried to close two times and there is something blocking the safety beams, the door will initiate movement, realize there is an obstruction and reverse. After 2 failed consecutive commands, ultimately Aladdin Connect will go in to a 'holding pattern' (or "UL Lockout") in the name of safety. You must successfully operate the door locally (from a wall console, remote, etc...) to clear this message and to use your app again.

21. Can I use Aladdin Connect instead of the garage door remote in my vehicle when pulling in to or leaving my driveway?

You can if you choose to, however, it is not recommended. As with any function of your smart device, you should not use your smart device while driving a moving vehicle, or in any way that would cause you to take your focus off the responsibility of safely operating your vehicle.

22. How many doors can I control through my Aladdin Connect app?

This depends on the type of physical devices you have setup. The app can control up to 20 Door Control Modules. One Wi-Fi integrated garage door opener is considered 1 Door Control Module and it controls 1 door (1:1). One Aladdin Connect standalone device is also considered 1 Door Control Module, however, it can control up to 3 doors (1:3).

- **Example:** If I have 20 Wi-Fi integrated garage door openers (20 doors) – I have a total of 20 Door Control Modules connected to my app and I am controlling 20 doors total.
- **Example:** If I have 20 Aladdin Connect standalone devices with 3 doors connected to each (60 doors) – I have a total of 20 Door Control Modules connected to my app and I am controlling 60 doors total.
- **Example:** If I have 1 Wi-Fi integrated garage door opener (1 door) and 1 Aladdin Connect standalone device with 3 doors on it (3 doors) – I have a total of 2 Door Control Modules connected to my app and I am controlling 4 doors total.
- **Example:** If I have 2 Wi-Fi integrated garage door openers (2 doors) and 2 Aladdin Connect standalone device with 3 doors each on them (6 doors) – I have a total of 4 Door Control Modules connected to my app and I am controlling 8 doors total.

23. What happens when someone crosses the safety beam while the door is moving? Will there be a message?

The safety features of the operator cannot be overridden with the Aladdin Connect app. The door will reverse as it normally does and after a period of time you will receive a message through the app stating "Timeout Closing". Shortly following, you will then receive the door's current open or closed status.

24. Why are all the lights above my door buttons on the Door Control Module flashing different colors?

This means your unit is receiving an over-the-air update. Depending on the update, this can take anywhere from a few seconds up to approximately two minutes. **IMPORTANT** - Do not power down the module during this period.