



## FAQs for Genie Aladdin Connect™ Garage Door Controller

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### OPENER COMPATIBILITY

**Q1: Is Aladdin Connect compatible with all current Genie opener models?**

A: Yes.

**Q2: I have an older Genie opener. Will Aladdin Connect work with it?**

A: If it was manufactured in 1993 or after and has safety beams, it will work but may need a special adapter. See compatibility chart. [\[Click Here\]](#) However, if your opener was made before 1993 and does not have safety beams, it is not compatible and cannot be made to do so.

**Q3: I have an opener other than Genie that I bought last year - will it work with Aladdin Connect?**

A: See compatibility page to see what opener models are currently compatible with the Genie Aladdin Connect controller. Most other models are, some aren't, and a few will need a special adapter. See instructions at bottom of the page to purchase the adapter if needed. [\[Click Here\]](#)

**Q4: I have a one-piece garage door. Will Aladdin Connect work with it?**

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

**Q5: Can I connect two door openers to the Aladdin Connect?**

A: Yes. Actually you can connect up to 3 doors but you have to purchase an additional Door Position Sensor for each door as only one comes with the kit. The Door Control Module, however, can control up to 3 doors.

### INTERNET AND SMART DEVICE COMPATIBILITY

**Q6: Do I need internet access for the Aladdin Connect System?**

A: The system requires internet access at your home, compatible Wi-Fi router, and compatible smart device.

**Q7: What type of Wi-Fi router do I need?**

A: Your Wi-Fi router must meet this specification: 802.11 b/g/n, 2.4GHz with WPA2 or WPA Security.

**Q8: I have an old router that only supports WEP (Wired Equivalent Privacy) encryption. Will Aladdin Connect work with this?**

A: 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 in order to have the latest in modern security. Aladdin Connect does work with both WPA and WPA2.

**Q9: My garage is not very close to the router in my house. Will Aladdin Connect still work for me?**

A: It depends on your Wi-Fi router, construction of your home, number of walls that the signal must pass through, and other variables. You should test the strength of your Wi-Fi signal before installing the unit. One way is to take your smart device to the garage and see what kind of signal you are picking up from your router. 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.

**Q10: Do I need a separate power supply for Aladdin Connect?**

A: Yes. You need to be able to plug the Door Control Module into a standard 110 volt AC outlet located within 5 feet of the unit, such as near the wall console or the powerhead. Check Installation Instructions for details.

**Q11: Will Aladdin Connect work with my Android/Apple phone or tablet?**

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

**Q12: Will Aladdin Connect work with my Blackberry/Windows phone?**

A: At this time, it will not. For a list of current devices it will work with, please [\[Click Here\]](#).

**Q13: Can I use Aladdin Connect in conjunction with Lowe's IRIS home automation management system?**

A: Yes.

### **Q14: Can I use Aladdin Connect in conjunction with Home Depot's Wink home automation management system?**

A: Not at this time but check back for future compatibility as that update is in process.  
[\[Click Here\]](#)

## **PROGRAMMING / INSTALLATION**

### **Q15-1: What is the Wi-Fi network name and security key?**

A: 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.

### **Q15-2: During Wi-Fi configuration in the Wireless Settings menu, the app says to connect to "gdocntl". I see "aladdin" but I do not see "gdocntl". Is something wrong?**

A: No. The term "aladdin" was changed to "gdocntl" in newer software version. Either term though is correct & functional.

### **Q16: What do the different Wi-Fi lights in the upper right corner of the Door Control module mean?**

A: **Red light** – Can mean the unit is not configured and/or has no Wi-Fi connection.

**Yellow light** – The Door Control Module is in Wi-Fi configuration mode and ready to be configured.

**Blinking Green light** – The Door Control Module is connected to Wi-Fi router but not connected to the internet or the cloud server.

**Solid Green light** – The Door Control Module is properly connected and ready for use with the Aladdin Connect or IRIS systems.

### **Q17: Why will the program not allow me to create an account?**

A: Be sure to tap "Create a new account" and verify that your password follows the password rules.

### **Q18: What is the purpose of the zip code requirement?**

A: Because current and future features of the Genie app depend on the time zone of where the Door Control Module is installed, the zip code is needed to be sure updates are made at the proper time for each user.

### **Q19: Where is the QR code located?**

A: The QR code that allows you to scan in your serial number is on the label on the back of the Door Control Module. Be sure to tap “Press to Scan” to use it. If needed, you can also type in the serial number instead.

### **Q20: How do I connect the Aladdin Connect to my IRIS system?**

A: Please note you will use the Aladdin Connect installation instructions but when it comes to programming, you will use the special IRIS programming instructions located on our website. [\[Click Here for PDF Instructions\]](#) [\[Click Here for Video Instructions\]](#)

### **Q21: How many Door Control Modules can I add to a single account?**

A: 3

### **Q22: How many individual users can I add to my account?**

A: 20

## **FEATURES / GENERAL INFO**

### **Q23: Why is the Door Control Module not responding?**

A: Check the wire connections in the back of the module as well as at the opener or wall console to make sure they are secure.

### **Q24: The light and sound on the unit are working but there is no movement. What should I do?**

A: Check the wire connections in the back of the module as well as at the opener or wall console to make sure they are secure.

### **Q25: Can I use Aladdin Connect instead of the garage door remote in my vehicle when pulling into or leaving my driveway?**

A: You can but that would be up to you as a personal preference. However, as with any function of your smart device, you should not use the Aladdin Connect app while driving a moving vehicle, or in any way that would cause you to take your focus off the responsibility of safely driving your vehicle.

### **Q26: 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?**

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

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**Q27: What happens when someone crosses the safety beam while the door is moving? Will there be a message?**

A: The door will reverse as it normally does and after a period of time you will receive a message "Timeout closing". You will then receive the door's current open or closed status.

**Q28: Can I let someone else temporarily control my door, like a service tech?**

A: Yes. Have the user download the Aladdin Connect app to create an account, then send the person an invite via email from the user tab. Be sure to delete their access once they have performed their task.

**Q29: How does Aladdin Connect know if my door is up or down?**

A: The Door Position Sensor attached to the top of the door communicates the door's position via Bluetooth to the Door Control Module. That information is then relayed from the module to your smart device.

**Q30: Can I choose the times that I want to program actions for my door, or are there other preset options?**

A: These are not yet available but will be in the future via an over-the-air update. There will be no charge for this update when available.

**Q31: What is the average monthly data usage?**

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

**Q32: How long does the history menu keep records?**

A: The history keeps a record of the last 100 open/close operations on a rolling basis.

**Q33: If I have multiple homes will I need a separate account for each Door Control Module?**

A: Each home will need its own Door Control Module along with one Door Position Sensor per door connected to the Aladdin Connect system. Keep in mind that up to 3 modules can be controlled from one account if you so choose.

**Q34: Why does it take a few moments for the app to open & close my garage door?**

A: 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) is given to anyone near the door so the person knows it is about to move.

**Q35: I have multiple doors. How do I know which door is about to move during the 5-second warning period?**

A: Since the Door Control Module can control up to 3 doors, the unit has 3 buttons – one for each door. A blue light above the button corresponding with the door that is about to move will blink during the 5-second warning period.

**Q36: Why are all 3 lights above my door buttons on the Door Control module flashing blue?**

A: 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.**

**Q37: How will I know when I need to change the battery in my Door Position Sensor?**

A: When the battery is getting low, a solid red LED light will appear in the Door Position Sensor. When the battery goes out completely, the red LED will go off and this message will appear on your smart device: "Paired But Not Connected".

**Q38: A battery life indicator is showing up on the Home screen in my app. What does this refer to?**

A: Each Door Position Sensor (DPS) connected to the Door Control Module (DCM) has its own battery life indicator. The battery life remaining on each DPS is shown by different indicator colors displayed on your smart device:

- **Green** - battery has more than 40% life remaining
- **Yellow** - battery has 40% life or less remaining
- **Red** - battery has 20% or less life remaining

**Q39: Where do I go for additional support on this product?**

A: There are detailed Help pages on the Genie App itself for each step, along with installation instructions (written and video) at [www.GenieCompany.com/AladdinConnect](http://www.GenieCompany.com/AladdinConnect), including the Quick Setup Guide. If you need to speak to a Customer Care representative, please call 1-866-599-4995 Monday – Friday from 8 a.m. to 5 p.m. ET.