



PRODUCT INFORMATION BULLETIN

Date: August 31, 2018
Number: 12983
Division: Genie®
Product Family: Residential Opener Accessories
Product Series: Accessories
To: All Genie Professional Line Wholesalers, Dealers and Installers
Re: Aladdin Connect® Updates

Over the past several months, Aladdin Connect (external) stand-alone units have successfully received an over-the-air (OTA) update that provided several key upgrades to the end users' software. This does not affect operators that have integrated Aladdin Connect built in. We were aware of a limited number of users whose units did not receive the necessary upgrade and have already contacted them via their registered email address. We have already handled most of these users and are working through assisting the remaining people.

If an Aladdin Connect stand-alone unit had not received the latest OTA upgrade, the user could now be experiencing what appears to be a non-responsive device. If you have customers who are experiencing this issue, please provide them with the below contact information for our Aladdin Connect Technical Support team and they will be happy to assist them directly.

Consumer Aladdin Connect Technical Support: 1-866-599-4995
Hours: Monday – Friday 8am – 7pm CT, Saturday – 9am – 5pm CT

If you have any inventory of Aladdin Connect that have not been sold, please contact your point of purchase to return the items for replacement inventory that has already been updated for you.