



## PRODUCT INFORMATION BULLETIN

**Date:** May 5, 2022  
**PIB#** 050522  
**Division:** Genie®  
**Product Family:** Residential Opener Accessories  
**Product Series:** Accessories Aladdin Connect® App  
**To:** All Genie Professional Line Wholesalers, Dealers, and Installers  
**Re:** Software updates to all Wi-Fi products

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The Genie Connected Products Team has dramatically improved performance of our fleet of Wi-Fi products installed in the field. The responsiveness to commands from the app and timeliness of status updates has been radically improved. The response to an app command is now nearly the same as operating the door with a remote and notifications are also faster.

This performance improvement was accomplished by updating both the cloud or backend software and the software inside all Wi-Fi products. The product software was updated remotely, over-the-air (OTA). The process of updating the software in all Wi-Fi garage door openers and retrofit kits that are online was started late last year and is nearly complete. Today, nearly all of the products sold since launch in 2015 that are online, connected to Wi-Fi, are updated. Products that are not currently online will be updated shortly after they come online.

By using the OTA process, Genie is able to improve our Wi-Fi products throughout their lifetime remotely and automatically. This is just the latest example of the enhancements that Genie has added to its Wi-Fi products. In 2015, when a customer purchased a retrofit kit, they received a product that worked with the Aladdin Connect app. Today, that same product now works much faster and is connected to all the major voice platforms, Alexa, Google, Siri, and Samsung Bixby. It is also connected to broadest group of smart home platforms in the industry including Samsung SmartThings and Alarm.com, and it works with delivery solutions from Walmart InHome and BenchSentry. In addition, customers can now connect to their dealer directly from the app. A single click is all that is required to call for service, and that is just the beginning. Genie has a long roadmap of additional capabilities that will delivery greater value to end customers and dealers.

