

Aladdin Connect® FAQs

For the Standalone Device



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.

This document will focus on the Standalone Device. Be sure to also reference [Aladdin Connect FAQs for All Aladdin Connect App Users](#) to find router and smart device requirements, as well as additional information such as what to know prior to purchasing and/or installing a Wi-Fi capable device. The FAQ document for [Virtual Keys, Rules & Notifications](#) will provide further detail about the features and benefits the Aladdin Connect App includes.

1. Is the Aladdin Connect standalone device compatible with all current Genie opener models?

Yes, if the garage door opener does not have Wi-Fi integrated into it, the standalone device is a great option to get the same outstanding Wi-Fi app control and features!

2. I have an older Genie opener. Will Aladdin Connect work with it?

If it was manufactured in 1993 or after and has safety sensors, 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 sensors, it is not compatible and cannot be made to do so.

3. I have an opener other than Genie that I bought last year - will it work with the Aladdin Connect standalone device?

See compatibility page to see what opener models are currently compatible with the Genie Aladdin Connect standalone device. 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. [\[Click Here\]](#)

4. Can I connect more than one opener to the Aladdin Connect standalone device?

Yes - you can pair up to 3 doors, but you must purchase an additional Door Position Sensor for each door, as only one comes with the kit.

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

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

6. Do I need an outlet nearby to plug in the Aladdin Connect standalone device?

Yes – the Door Control Module that comes with the Aladdin Connect standalone device has its own wall wart, but it needs to plug into a standard 110 Volt AC outlet located within 5 feet of the device. Check Installation Instructions for details.

7. What do the different lights in the upper right corner of the Door Control Module mean?

- *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 App.

8. How many Door Control Modules can be added to a single account?

Up to 20 individual Door Control Modules can be added to a single Aladdin Connect app account. With the Aladdin Connect standalone device, a single Door Control Module can control up to 3 doors - that is a total of up to 60 doors that can be controlled with Aladdin Connect standalone devices!

9. Why is the Door Control Module not responding?

It is possible that the wires aren't completely secured. 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.

10. The light and sound on the standalone device are working but there is no door movement. What should I do?

It is possible that the wires aren't completely secured. 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.

11. Is the Door Position Sensor that comes with the Aladdin Connect standalone kit already paired to the Door Control Module?

Yes – when you pull the activation tab on the Door Position Sensor, it will automatically look for the Door Control Module from the same kit to pair with. The 1st of the 3 buttons on the Door Control Module will initially be red. Once the activation tab is pulled from the Door Position Sensor, that button on the Door Control Module will turn a solid blue indicating the pairing.

12. What happens if the Door Position Sensor that came with the Aladdin Connect standalone kit becomes unpaired from the Door Control Module it came with?

If the Door Position Sensor that was included with the Aladdin Connect standalone kit becomes unpaired from the Door Control Module it came with, the button on the Door Control Module that was once solid blue will now be a solid red.

To re-pair the Door Position Sensor to its button on the Door Control Module – or to pair any new Door Position Sensor to another button on the Door Control Module:

1. Hold down the desired button on the Door Control Module until it beeps, then light will then begin flashing blue
2. Hold down the button on the Door Position Sensor until the flashing blue light on the Sensor goes out
3. Press the same desired button on the Door Control Module one time to complete the pairing (or re-pairing) process.

13. How does the Aladdin Connect standalone device know if my door is up or down?

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 Door Control Module to your smart device.

14. If I have multiple homes, will I need a separate account for each Door Control Module?

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 20 modules can be controlled from one account if you so choose. (That is 60 different doors with the standalone device!)

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

Since a single 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.

16. How will I know when I need to change the battery in my Door Position Sensor?

When the battery is getting low, the sensor battery life indicator inside the app will change colors.

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

When the battery dies, this message will appear on your smart device: “Paired But Not Connected”. Replace the existing CR2450 coin cell style battery inside the Door Position Sensor.

First Time Installation Basics

Always reference the printed instructions with the device and the on-screen prompts inside the app.

1. **Plug in** the power pack into the wall outlet and plug in the power pack into the back of the Door Control Module.
2. **Download app and create an account** - You will need to download the free Genie Aladdin Connect App onto your smart device and setup your account.
3. **Add a device** – Under the HOME tab, tap the image to add a device OR under the DOORS tab, press the (+) button in the upper corner of the screen.
4. **Scan the QR code** - The QR code you need is on the back of the Door Control Module. Tap “Press to Scan” in the app on your screen (allowing the app to use your device camera to scan the QR code) or you can also type in the serial number from the label instead.
5. **Register** - At this time, Aladdin Connect will register your device for you and ask you to be sure to complete any final installation of the garage door opener. When this is done, press NEXT.
6. **Door Control Module** – On the side of the Door Control Module, find and press/hold the top Wi-Fi button until the device beeps (approximately 7 secs) – then release. The red LED will change to yellow signaling the device is ready to be configured to your home network. When this is done, press NEXT.
7. **Connect and configure** – Your device will prepare to connect to your home Wi-Fi network. You will need to know your home Wi-Fi network name and password. When this information has been entered, press NEXT.
8. **Confirmation** – As the device connects to your home Wi-Fi network, a series of confirmation messages will appear indicating a successful Wi-Fi configuration and acknowledgement that setup is complete.
9. **Finish Physical Installations** - Make sure the device is completely installed at this point. Move the device into the garage, complete both the wiring to the Door Control Module and the wiring to the opener or the wall console (whichever option you have chosen). Finish the installation of the Door Control Module and mount the Door Position Sensor to their final destination locations.

10. **Follow the on-screen prompts** to complete the setup and test the system. Be sure to cycle your garage door opener multiple times *from the wall station (move the door up and down several times)*.
11. **Home Screen** – Return to the HOME tab to find your recently added device.

What's next?

- **DOORS tab** – Find the device you just added and give it a name you will remember.
- **USERS tab** – Invite up to 19 additional users to access your garage door through Aladdin Connect! Setup full access for family members, recurring access (limited schedules) for babysitters or dog walkers or even a temporary one-time access for service providers (plumber, cable technician, etc...)
- **RULES tab** – Set customizable schedules & personalize notifications based on your needs! Need your door closed during a certain timeframe? Need to know when little Johnny got home? Need to know if the door has been open longer than 1 hour? If you are using the app, no problem!
- **HOME tab** – At the bottom of the home screen, find a complete movement history.