I'm not a bot

The door sensor link status in the app is, "Paired not Connected." What do I do? 1. "Paired not Connected" means that a door sensor that was previously connected has lost its connection to the door control module. 2. A dead battery on the door position sensor is the most likely cause of this message. You can test the battery on the door sensor by pressing the button on the door sensor until the light flashes. If the light never flashes, replace the battery and follow the steps for how to connect a door position sensor HERE to reconnect the sensor. 3. If the battery is good, be sure that the signal path between the door sensor and the door control module is unobstructed. The door sensor link status in the app is, "Not Paired." What do I do? 1. "Not Paired" means that no door position sensor is connected to the door control module. If a door sensor was previously connected, it could have been deleted from the door control module by pressing an holding a door button on the door control module until it beeps. 2. Follow the steps for how to connect a door position sensor to reconnect the sensor HERE.   Click here to access instructions for pairing your door position sensor. We are currently experiencing an interruption with our Aladdin Connect service that may affect some customers. We are committed to providing the best possible service and our teams are working diligently to resolve this incident. We apologize for any inconvenience and will have the service restored as soon as possible. Thank you for your patience. This article is intended to assist you with issues you may be experiencing with the Genie Aladdin Connect garage door opener ("opener") connected to your ClareHome or ClareOne system. NOTES: The 3rd party device installed in your home was purchased through your installation partner or builder and as such is not covered under any warranties offered from Clare by Snap One. Clare products are sold and installed by independent dealers. Those dealers are responsible for installation and support, and operate independently of Snap One and Clare. Your dealer should be the first point of contact for all sales and support inquiries. You should only contact Clare support where your dealer is not able to provide support. While Clare support may be able to assist with specific issues, most issues will be referred back to your installation professional or dealer. Any fees or service charges for onsite assistance are at the discretion of your installation professional or dealer. About Aladdin Connect Garage Door Openers Connecting your opener to the ClareHome controller or ClareOne panel ("controller") requires you to create a Genie Aladdin Connect online account ("account"). The account was either created by you or your installation partner when the opener was originally installed and connected to your controller. You will need the account credentials and the Aladdin Connect app loaded on your mobile device to assist in troubleshooting. Commands to open and close your opener and to display opener status are done by communicating with your device(s) through the opener online account. Accordingly, the opener in your home must be connected to your WiFi and have access to the internet to work with your controller. Potential Genie Aladdin Connect opener issues NOTE: You must have access to your Aladdin Connect app and be able to log into your account to troubleshoot and resolve most opener integration issues. Clare does not maintain any information regarding your account, if you do not have this information you need to contact your installation partner or for assistance or contact Genie Aladdin support Genie Aladdin Connect Support Please choose the scenario below that best describes your situation and follow the associated steps. Opener is offline in the ClareHome application and/or ClareOne panel Account credentials have changed If your account credentials have changed you need to reassociate the device connected to your controller. Open the ClareHome application. Tap on the "Devices" icon on the bottom of the screen. Tap the 3 dots next to your Garage Device. Tap on device settings. Follow the prompts to reauthorize the opener. Local network settings have changed Use the instructions found on the Aladdin site for reconnecting you Aladdin Connect device to your local network. Aladdin WiFi reconnection instructions Next steps If after following the instructions for reassociating your account and/or updating your network settings do not resolve your issue, the opener may be defective, we recommend contact support at Genie Aladdin Connect Support for further guidance. Opener is not providing correct status in the ClareHome application Door position sensor testing The opener has an associated device called the door position sensor and is affixed to the physical garage door. This device communicates the open/close status of the door. A low or dead battery is most often the cause of this issue. See the following article for steps on how to test and replace the battery. Door position sensor troubleshooting Next steps If after following the instructions for testing and changing the battery on you door position sensor do not resolve your issue, the opener may be defective, we recommend contact at Genie Aladdin Connect Support for further guidance. Last Updated: 01/31/2022 Aladdin Connect Troubleshooting can help you fix common issues with your smart garage door opener. Sometimes, technology doesn't work as expected. This can be frustrating. Aladdin Connect is a popular choice for smart garage door systems. Yet, like any device, it can face problems. You might struggle with connectivity, app malfunctions, or sensor issues. Understanding these problems can save time and stress. This guide will help you identify and solve common issues. Whether your system won't connect to Wi-Fi, or the door won't respond to commands, we have tips for you. We aim to make troubleshooting easy and effective. Let's dive into the common issues and solutions for Aladdin Connect. Credit: store.geniecompany.com Aladdin Connect Troubleshooting helps users solve common issues with their smart garage door openers. It provides step-by-step guides and tips for easy fixes. Clear instructions ensure smooth operation and enhance user experience. Aladdin Connect is a smart garage door opener. It offers convenience and security. With Aladdin Connect, you control your garage door from anywhere. This tool uses a simple app on your smartphone or tablet. Troubleshooting Aladdin Connect can seem daunting. But understanding its basics is the first step. What Is Aladdin Connect? Aladdin Connect is a Wi-Fi enabled device. It lets you monitor and operate your garage door remotely. You can open or close your door with just a tap. The device also sends real-time alerts to your phone. This keeps you informed about the status of your garage door. Aladdin Connect works with most garage door openers. It is easy to install and use. Benefits Of Using Aladdin Connect Aladdin Connect offers many benefits. It provides safety and peace of mind. You can check if you left your garage door open. You can also close it remotely if needed. The device logs every time your door opens or closes. This helps you track who is coming and going. You can even set up virtual keys for family members or friends. No more worrying about lost or stolen keys. Using Aladdin Connect saves time. You do not have to manually open or close the door. You can schedule your garage door to open or close at certain times. This is handy if you have a busy schedule. The device is also compatible with smart home systems. This makes it a versatile addition to your home. In summary, Aladdin Connect simplifies managing your garage door. It enhances security and provides convenience. Understanding its benefits is key to effective troubleshooting. " Setting up Aladdin Connect can seem challenging at first. But with a few simple steps, you will have your garage door opener connected and working in no time. Follow this guide to ensure a smooth and successful setup.Initial Setup StepsStart by downloading the Aladdin Connect app from the App Store or Google Play. Install the app on your smartphone or tablet. Open the app and create a new account if you don't have one.Next, locate the Aladdin Connect device in your garage. Plug it into a power source. You will see a light indicating that the device is powered on. Ensure your garage door opener is compatible with Aladdin Connect by checking the manufacturer's instructions.Press the "Program" button on the Aladdin Connect device. Hold it until the LED light starts blinking. This means the device is ready to be set up.Connecting To Wi-FiOpen the Aladdin Connect app on your smartphone. Select "Add Device" from the menu. The app will prompt you to connect to Wi-Fi. Choose your home network from the list of available networks.Enter your Wi-Fi password carefully. Double-check it to avoid errors. Tap "Connect" and wait for the app to link the Aladdin Connect device to your Wi-Fi network.Once connected, the LED light on the device will turn solid. This indicates a successful connection. You can now control your garage door through the app from anywhere with an internet connection. Having issues with Aladdin Connect can be frustrating. Many users face common connectivity issues. Understanding these problems can help resolve them quickly. Let's explore some of these issues. Wi-fi Connection ProblemsWi-Fi problems are common with Aladdin Connect. First, check your Wi-Fi signal strength. Weak signals cause connection issues. Ensure the device is within range of your router. Also, avoid placing the device near metal objects or thick walls. They can block the signal.Next, make sure your Wi-Fi network is working. Restart your router if needed. Use the 2.4 GHz band for better compatibility. Aladdin Connect does not support 5 GHz bands. Lastly, check if other devices connect to the Wi-Fi. If they do not, the issue may be with your network.App Not Connecting To DeviceSometimes the Aladdin Connect app fails to connect. This can be due to several reasons. First, ensure your phone's Bluetooth is on. Bluetooth helps the initial connection. Next, check if your phone and the device are on the same Wi-Fi network. They must be for a successful connection.If the app still does not connect, restart your phone. Also, close and reopen the app. Check for any app updates. An outdated app can cause connection issues. Reinstalling the app can also help. If none of these steps work, reset your Aladdin Connect device. This often resolves persistent problems. Having issues with your Aladdin Connect garage door can be frustrating. But don't worry, there are simple steps to fix common problems. Below, we'll focus on troubleshooting door operation.Door Not RespondingIf your garage door is not responding, check these items: Ensure the power supply to the door opener is active. Verify the remote control batteries are fresh and installed correctly. Check if there are obstructions blocking the sensors. Confirm the Wi-Fi connection is stable and the device is connected. If these steps do not solve the issue, reset the system. Unplug the opener, wait 30 seconds, and plug it back in. This often resolves connectivity problems.Partial Door OperationExperiencing partial door operation can be due to several factors. Here are some things to inspect: Ensure the tracks are clear of any debris. Check if the springs or cables are broken or loose. Make sure the safety sensors are aligned and clean. Verify the limit settings on the opener are correct. Adjust the limit settings by following the instructions in the manual. Misaligned sensors often cause the door to stop halfway. Cleaning and realigning them can resolve the issue.For any persistent problems, consider consulting a professional. Regular maintenance can prevent many of these issues. Addressing sensor issues with your Aladdin Connect can seem daunting. These sensors play a crucial role in the proper functioning of your system. When they fail, your garage door opener might not operate correctly. This section aims to help you troubleshoot common sensor problems. Understanding these points can enhance security and functionality. Installing will help you keep your system running smoothly.Sensor Not Detecting MotionIf your sensor is not detecting motion, dirt or debris may be blocking it. Clean the sensor lenses with a soft cloth. Check for any physical obstructions. If the sensor is still not working, it could be a wiring issue. Inspect the wires for any damage or loose connections. Ensure the power supply is stable. Sometimes, a simple reset can fix the issue. Unplug the unit, wait a few minutes, and plug it back in.Sensor MisalignmentSensor misalignment is another common issue. Sensors must face each other directly to function properly. If the sensor lights are blinking or off, they might be misaligned. Adjust the sensors until both lights are steady. Use a level to ensure they are perfectly aligned. Secure the sensors tightly to prevent future misalignment. Regularly check the alignment to maintain optimal performance. Experiencing issues with the Aladdin Connect app can be frustrating. Resolving app performance problems ensures a seamless experience. Let's dive into some common issues and their solutions.App CrashingThe app crashing can interrupt your routine. Follow these steps to fix it: Update the app to the latest version from the app store. Clear the app cache: Go to Settings on your phone. Select Clear Cache. Restart your device to refresh the system. Reinstall the app if the problem persists. Slow App ResponseExperiencing a slow app response can be annoying. Here are some steps to improve it: Ensure your internet connection is stable: Switch to Wi-Fi if using mobile data. Move closer to the router for a stronger signal. Close background apps to free up system resources: Open the recent apps menu on your device. Swipe away or close all unnecessary apps. Update your device's operating system for better compatibility. Adjust the app settings: Open Aladdin Connect settings. Reduce the number of notifications. Limit background activities. By following these steps, you can resolve most performance problems with the Aladdin Connect app. Enjoy a smoother experience and stay connected effortlessly. Keeping your Aladdin Connect firmware and software updated is essential. Updates can fix bugs, improve performance, and add new features. This section will guide you through checking and installing updates. Checking For Updates Regularly check for updates to ensure your device runs smoothly. Follow these steps: Open the Aladdin Connect app on your smartphone. Navigate to the Settings menu. Select "Firmware Update." Yes, Aladdin Connect can work with Alexa. Enable the skill in the Alexa app. This allows you to use voice commands to control your garage door. Updates are straightforward. Here's how: Ensure your device is connected to the internet. Follow the prompts in the app to download the update. Wait for the update to install. Do not disconnect the device. Restart your device if prompted. Your Aladdin Connect is now up-to-date. This ensures optimal performance and security. Credit: store.geniecompany.com Having trouble with your Aladdin Connect? Don't worry. There are many resources available to help you. Whether it's a technical issue or you need guidance, customer support and online resources can be a big help. Below, we'll explore ways to get the help you need.Contacting Customer SupportAladdin Connect has dedicated customer support. They can help you with any issues. Call them during business hours for direct support. You can email them if you prefer. They respond quickly. This is often the fastest way to get your problem solved.Useful Online ResourcesThere are many online resources available for Aladdin Connect. Check the official website. They have a FAQ section. It covers most common issues. These are great for step-by-step help. Forums and community groups can also be useful. Other users share their experiences and solutions. These can be a big help when facing a tricky issue. Maintaining your Aladdin Connect system is key to its long-term performance. Regular upkeep helps avoid unexpected issues. It also ensures smooth operation. Here are some preventative maintenance tips to keep your system in top shape.Regular System ChecksConduct regular system checks to spot potential problems early. Inspect the sensors and wiring for any signs of wear. Make sure all connections are secure. Check the garage door's movement and alignment. Listen for unusual noises during operation. Regular checks can help you catch issues before they escalate.Keeping Software UpdatedKeeping your Aladdin Connect software updated is crucial. Software updates often include bug fixes and new features. They enhance the system's security and performance. Regularly check for updates on the official website or app store. Install updates promptly to ensure your system runs smoothly and securely. Credit: www.northshorecommercialdoor.com To reset your Aladdin Connect, press and hold the reset button for 10 seconds. Check your Wi-Fi connection and ensure the device is properly plugged in and powered. Open the Aladdin Connect app on your smartphone. Aladdin Connect can work with many garage door openers. Always check the basics first, like Wi-Fi and power connections. Restarting the system can solve many issues quickly. If problems persist, consult the user manual or contact support. Keeping your system updated ensures smooth operation. Regular maintenance helps avoid future issues. Remember, patience and persistence are key. With these tips, you can enjoy a hassle-free experience with your Aladdin Connect. common genie aladdin connect smart garage door opener problems troubleshooting Genie Aladdin Connect the Smart Garage Door Opener is one of the best smart garage door openers on the market because it is simple to use, it comes with a ton of additional features. It can integrate seamlessly with your other smart home devices and platforms such as Amazon Alexa, Google Assistant, Samsung SmartThings, and more. Common Genie Aladdin Connect Smart Garage Door Opener Problems Troubleshooting It is also one of the best smart garage door openers on the market. However, as with any other smart home device, there are times when Aladdin Connect may face some problems. Some of these flaws. Because of this, we felt it necessary to compile a list of the five most typical problems that arise with Genie Aladdin Connect as well as solutions to those issues. Wall Console Doesn't Activate Opener It must be upsetting when it doesn't work the way it supposed to be. The Opener Won't operate when the wall console is pressed is one of the most common problems with the Genie Aladdin Connect Smart Garage Door Opener. So, following are a few steps to follow to make it work properly. Turn off Sure-LockTM, which is also known as a vacation lock. Check to see that the powerhead is hooked into the correct power source. Test the power source by plugging a light into the same outlet; if the lamp works, the power source is OK; if the lamp does not work, check the fuse or the breaker. If there is no problem with the electricity, check the wiring connections at the terminals on the powerhead. Check the wires that are wrapped to the terminals on the back of the wall console. Check to see whether the wires have been cut, reversed, or damaged. It's possible for staples to nick the insulation and cause a short in the wires. If the wiring has to be replaced, do so using wiring for a garage door opener. You may test if the garage door moves by removing the cables from the rear of the series II wall console, touching the wires together, and observing whether or not the wires move. If this is the case, you should continue with either repairing or replacing the wall console. If necessary, swap out your existing Genie wall console with a newer one that is compatible with your garage door opener. The Genie Door Opener Opens, But the Garage Door Doesn't Open. Try The following ways of solving this another common problem with the Genie Door Opener. To do so: Check to ensure that the carriage is connected to either the chain or the belt. Have you pulled the rope to remove the emergency brake? Whether this is the case, you will need to re-engage the carriage. Check to see if the chain and belt assembly has been damaged or has come loose from its pulley. Make sure there is no bokken in the pulley by doing the check. Repair or replace any chain, belts, sprockets, or pulleys that are broken. The Wireless Keypad Doesn't Work. This system's dependability decreases with repeated synchronization and resyncing, despite the fact that Genie provides a remote controller that is both practical and simple to use. After making a number of efforts, if you are still unable to open your garage door correctly, you may want to think about resetting the opener. Gain access to the Opener, a box-shaped device that is affixed to the ceiling of your garage. Maintain pressure on the "Program Set" or square button for as long as the indicator LED on the circuit does not light up. After that, the elongated LED that is immediately next to the circular LED will begin to flash purple, at which point you will enter the programming mode. Find the little circular LED and button that are labeled "Radio Signal" and "Learn Code" while you are in the "programming mode." To reset the opener, press and hold the "Learn Code" button until the "Radio Signal" indicator starts blinking, then release the button. Bring out your remote controller and make a single push on the button that looks like a rectangle but has no name on it. When it is finished, the elongated purple LED light on the opener will cease flashing and instead flash a solid color of purple. From this point forward, opening and closing the garage door will be accomplished by pressing the same button on your remote controller. Before turning the device off, you must first press the same button and then wait for the elliptical and circular LEDs to begin glowing blue. The garage door opener will then be calibrated, and it will sync with your remote device. To activate the Genie garage door, press the button you've already been using one more. The Remote Has Limited Range To Fix this, Switch out the battery in the remote. Eliminate any potential interference from competing signals in the immediate region. Check to see if there are any new or recently modified things in or around the garage that might cause interference. Take out the energy-efficient lights, since they may cause the remote signal to get garbled. If the lightbulb was the source of the issue, replacing it with a Genie LED lightbulb will fix the problem. Only Wall Button Responds. The Remote Doesn't When it comes to Genie Garage Door Openers, this is one of the most often encountered issues. However, if you click the button on the wall switch, the garage door will open when you want it to even if it won't react to the remote controller. There are a few potential causes for this issue: a clogged connection between the sensors, dirty sensor eyes, or frayed cables. In this particular instance, the remote controller is unable to open or close the garage door. While there are certain instances in which the door would travel a little bit before turning back on itself. Check that the lenses on the sensors have been thoroughly cleaned so that you can fix this issue. To clean the sensors, you may use either a clean cloth or a fiber cleaning cloth. Consider checking to see whether the sensor path is correctly aligned and operating normally if the issue is not with the sensor eyes. You may manually adjust the alignment of the sensor by first determining whether or not both the receiving end and the transmitting end is responding. If the red-light bulb labeled "Source" and the green light bulb labeled "Sensor" are both functioning normally and not flashing, then the door mechanism should be functioning normally. First, ensure that none of the lights is on, and then check for blown fuses, broken breakers, and damaged plugs if the issue persists. If the only indicator light that is out is the red "Supply" LED, you may reset the system by disconnecting the device from the power source and then inserting it back in. It is time to repair your garage door sensors if they have become defective or worn out over the years. The Garage Door Opens and Closes All By Itself. A short circuit is most likely to blame for the garage door opening and shutting on its own. It is quite probable that the short circuit is located in either one of your transmitters or the wiring for the wall keypad. Both of these locations are possible. The transmitter has a short circuit, which causes it to send continuous signals to the garage door. When you pull out of the driveway while the garage door is closing, the carriage and arm of the door race beyond the down limit and strike the header bracket, which causes the door to start reversing and opens. This is what causes the garage door to be opened. First things first, let's try to figure out what's wrong with the garage door. Take the time to remove the batteries from your transmitters and give the wall-mounted keypad a try if you're having trouble activating the garage door. In the event that the issue continues, you must investigate if any of the other units are faulty. Aladdin is not for use with one-piece doors or operators without photo eyes. Aladdin Connect external device compatibility: Compatible with Genie Series II operators. You can identify these Genie garage door openers by having white wall control buttons. Not compatible with Genie Series III operators (Identified by black wall control buttons). Smartphone and/or tablet versions are compatible with Android 7.0 and higher as well as Apple iOS 12.1 and higher. Aladdin Connect Installation Instructions for General Setup. Amazon Alexa, Google Home & Google Assistant What Tools Do I Need for Installation? Prior to installation, make sure you have the following at your disposal: Drill & 3/32 Bit Small Common Screwdriver 5/16 Wrench or Nut Driver Phillips Head Screwdriver Wire Cutters/ Strippers Hammer Aladdin Connect Quick Set up Guide Installation Instructions STEP 1 Determining Mounting Location Before starting, ensure the door control module is installed where it can be seen and heard when someone is standing under the garage door while open. Determine the Mounting Location.Note that the location must be within 5ft of a standard 110-volt AC power outlet. There are 3 ways to mount the Door Control Module (DCM): Mount next to the opener near the ceiling. Mount next to an existing wall console. Mount in place of an existing wall console. Once the mounting location has been chosen, remove the mounting bracket from the back of the DCM, plug the power cord into the power outlet, and connect the plug to the DCM. STEP 2 Checking Wi-Fi Coverage Before beginning, please verify the Wi-Fi signal in the garage.  Connect a smartphone to the home Wi-Fi and walk into the garage.  Place the phone where the DCM will be mounted. The Wi-Fi signal strength at that location should be at least two bars. If there are not at least two bars, try these steps to improve signal strength:  Make sure that the Wi-Fi router is out in the open (not behind large electronics or in a cabinet).  Move the Wi-Fi router closer to the garage.  Purchase a Wi-Fi extender, available at most electronics stores. STEP 3 Download the App  Scan the QR code above or visit the app store to start the setup of the Aladdin Connect device.  Follow the instructions in the app to create an account and set up the device and Wi-Fi. STEP 4 Wiring the Aladdin Connect (Single door install shown)  Aladdin Connect will work directly to the wall control connections at the powerhead or directly to the wall control. New Genie models are shown in the examples. Make sure the garage door opener is unplugged.  Leave the wire spool intact for this part of the installation.  Split the provided dual strand wire approximately 2 inches then strip half an inch of insulation (FIG A).  Press the orange tabs down and insert both wires into connection points for DOOR 1 on the back of the DCM (FIG B).  Trim and split the other end of the dual strand wire approximately 2 inches and then strip half an inch of insulation.  Insert wire into wall control inputs either: (OPTION A) Directly to the garage door opener.  OR  (OPTION B) To the Back of the wall control. STEP 5 Mount and Power Aladdin Connect  Using the DCM mounting bracket as a template at the optimal Wi-Fi location, mark and drill 2-3/32" pilot holes and mount the bracket to the wall using the supplied screws. If you are mounting to drywall, use anchors provided in the kit. If mounting to a perforated angle at the opener's location, use nuts, washers and screws provided.  Plug the Power Pack into the wall outlet. An extended screw is provided to secure the Power Pack to the outlet if it is needed.  Plug the Power Pack into the back of the DCM as shown in STEP 1.  NOTE: The LEDs on DCM will flash momentarily as it reacquires signals.  Snap the DCM onto the mounting bracket.  Route the wires and secure them with supplied staples.  Affix the warning placard next to the wall control or DCM in plain sight to signify that the door will operate remotely. STEP 6 Mount DPS Module to Garage Door  DO NOT remove the battery "PULL TAB" from until directed by the app. The DPS should be mounted on the TOP door panel only. Mount to steel reinforced end stile on the far left or right under the top hinge. DO NOT mount to the unreinforced door panel. Clean the door where DPS will mount.  Install double-sided tape to the back of the mounting bracket and affix to the door.  NOTE: Double-sided tape is designed to hold the bracket in place temporarily. It is not to be used for permanent mounting.  Pre-drill 2 - 3/32 holes. DO NOT drill all the way through the door.  Use the included self-tapping screws to mount the DPS bracket to the top door panel end stile.  Slide the DPS down onto the mounting bracket. NOTE: The DPS included with this kit is already programmed to the DCM. See the note under STEP 7 regarding additional sensors. STEP 7 Complete the Programming Restore power to the garage door opener.  Operate the door with the wall control. Open the Aladdin Connect app and verify that the door position in the app is accurate.  NOTE: This kit includes one DPS for use with one door only. The DPS included is already programmed to the DCM. Additional sensors can be purchased separately from your local Genie retailer. To program additional sensors, first complete STEP 7 initial setups and programming, then go to the "Add a Door Sensor" under the "Doors" tab inside the app.  NOTE: A white light will flash and an audible beep will sound as an indication that the door is about to move when commanded by the Aladdin Connect or controller app(s). How To Set Up an Aladdin Connect Device with Amazon Alexa?  Download the Amazon Alexa App if you haven't already. You will need your existing Amazon account information (or you will need to create one).  Log in to the Amazon Alexa App and configure the Wi-Fi of your Alexa device as directed in the App. On the Alexa home screen, click on the three bars in the upper left corner. Choose either "Skills & Games" or "Things to Try" >> "Skills" >> "VIEW SKILLS."  Search in "Categories" under "Smart Home." A white light will be take to a new screen with the Aladdin Connect logo. Click on the "ENABLE TO USE" button to link your Aladdin Connect account with your Alexa account. You will be navigated to another screen to enter your Aladdin Connect App login credentials to link both accounts.  You will be able to remove the PIN later if you choose, however, by disabling your PIN, please be aware that you are deactivating a feature meant to provide an additional level of security. After you press "Login", click "Done" in the upper left-hand corner. At this time, your Aladdin Connect account is linked to your Alexa account. 7. You will see instructions on the Skill screen on how to talk with Aladdin Connect. For example, you can say: "Alexa, ask Aladdin Connect to open my door." "Alexa, ask Aladdin Connect if my door is open." Going forward, you can ask questions from Aladdin Connect. Amazon Alexa Commands AVAILABLE VOICE COMMANDS "Alexa - Ask Aladdin Connect to" Open my door  Open (Door Name) Close my door  Close (Door Name) Open All of my doors  Close All of my doors  Disable/Enable my PIN "Alexa – Ask Aladdin Connect if" My door is open? My door is open or closed? (Door Name) is open? (Door Name) is closed? (Door Name) is open or closed? (Door Name) is open or closed? A. This can happen when Alexa maps devices multiple times or has difficulty identifying devices due to faulty internal mappings. To fix this, delete all of the devices under the account. Add devices by going to Devices and then click on the "+" in the top right corner. In the next screen select "Add Device" and choose other from the bottom of the scrolling list. Once the device is added, test the device by saying, "Alexa, open/close my garage." Q. I have tried deleting existing devices and added them back but I Alexa still says. "I don't know any device with name 'your device name.'" A. If the process of deleting and re-adding devices failed, you can try to re-link the skill. Delete all of the existing devices. Then go to "Skill and Games" and select "Your Skill." Choose "Enabled" tab. Click "Aladdin Connect Smart Home" and disable the skill. Once you have disabled the skill select "Enable to Use" again. Aladdin Connect Compatibility for Google Home/Assistant Instructions Download the Google Home App and the Google Assistant App. You will need your Gmail account (or need to create one).  Log in to the Google Home and Google Assistant Apps.  Configure the Wi-Fi of your Google Home device as directed in the Google Home App.  Set up the Google Assistant on the Google Home App as directed.  Go to the Profile tab >> More Settings >> Assistant >> Voice Match >>and set up the voice match feature.  Go to the Profile tab >> More Settings >> Assistant >> Assistant Devices >> Name of Your Device >> Enable Personal Results.  You should now be logged in to the Google Home App and Google Assistant with the same User ID. Understanding LED Lights & Troubleshooting Depending on the model, the set of Wi-Fi buttons and their LEDs (#1 and #2) can be found on the outside, under the light cover, or under the programming cover. Indicator LEDs Near the Operator's Wi-Fi Buttons: Blue (#1 above) and Grey (#2 above) - Defined LED #1 Definitions Status Solid RED Not Configured/Not Paired. (out of box from factory) Perform configuration by following the steps in the app. Solid BLUE Connecting to Wi-Fi. (occurs during configuration) Normal process during configuration. Solid GREEN Internet connection through local router to cloud service (normal operation). Paired. No action required. Flashing GREEN The Wi-Fi signal to the router is good, but the device is not communicating to the cloud – can't get past the router or the device is unable to establish a secure communication link to the cloud. Check the internet connection on the router. Perform a factory reset. See #1 below. "Timed Out" message on the app or failure to progress from the system GREEN on the unit Indicates an incorrect password has been entered for the home network router. – or Router does not have a strong internet connection. – or the smartphone is connected to the gdocntrl network, some phones discover that they can't get to the internet through the gdocntrl network and switch back to cellular data automatically. Follow the instructions below when this happens and try a stronger Wi-Fi signal or a Wi-Fi extender. The customer can try turning off cellular data on their smartphone. Flashing BLUE Operating in configuration access point (AP) mode and is ready for setup or is performing an OTA. Wait up to 2 minutes to allow update to finish. LED stops flashing BLUE. Other Troubleshooting Options Factory Reset of the Wi-Fi Device: press and hold the blue button (#1 in photo) until you hear 2 beeps. The LEDs will start flashing and changing colors. Press and hold the grey button (#2) until it beeps twice. The LEDs will still be flashing and changing colors. NOTE: The serial # must be deleted on the owner's Aladdin Connect® app and re-installed. (The Tech Line can also delete the serial number). Customers using a Firewall with their router may wish to selectively open limited ports for our device. The DCM uses two IP ports, 123 and 443, for GDO Controller access to servers. Manual Over the Air (OTA) Update: not normally needed as the unit occasionally updates automatically but can be updated manually for the latest Wi-Fi firmware. The LED #1 must be green or flashing green. Press and hold the MFi grey button (#2 in the photo) until it beeps twice. An OTA may take 2 to 5 minutes to complete. When the LEDs stop flashing the firmware update is complete. Get More with North Shore Commercial Door! Once you're done syncing or troubleshooting your devices for Aladdin Connect, be sure to take your garage to greater heights by shopping North Shore's array of Genie garage accessories and replacement parts. Also, view our top of any potential garage issues as components wear out by reading our Guide to Garage Door Maintenance! Still Curious About Programming Remotes or Don't See Your Model? Please reach out to us! Our in-house experts can help you with all of your remote and door-related questions. Get in touch with our support crew: Live chat: Click the green "Contact Us" button on the right  Call: 800-783-6112  Email: support@northshorecommercialdoor.com The door sensor link status in the app is, "Paired not Connected." What do I do? 1. "Paired not Connected" means that a door sensor that was previously connected has lost its connection to the door control module. You can test the battery on the door sensor by pressing the button on the door sensor until the light flashes. If the the light never flashes, replace the battery and follow the steps for how to connect a door position sensor HERE to reconnect the sensor. 2. A dead battery on the door position sensor is the most likely cause of this message. 2. A dead battery on the door position sensor is the most likely cause of this message. You can test the battery on the door sensor by pressing the button on the door sensor until the light flashes. If the light never flashes, replace the battery and follow the steps for how to connect a door position sensor HERE to reconnect the sensor. 3. If the battery is good, be sure that the signal path between the door sensor and the door control module is unobstructed. The door sensor link status in the app is, "Not Paired." What do I do? 1. "Not Paired" means that no door position sensor is connected to the door control module. If a door sensor was previously connected, it could have been deleted from the door control module by pressing an holding a door button on the door control module until it beeps. 2. Follow the steps for how to connect a door position sensor to reconnect the sensor HERE.   Click here to access instructions for pairing your door position sensor. Safety is a major concern nowadays. Furthermore, companies have been making various gadgets and applications to keep people's homes safe. One of those companies is Genie Company. RetroKit Installation Issue If you make a mistake during the installation process of the RetroKit, the connection between the kit and the application may not establish itself properly. Internet/Wifi Issue There will be times when the internet service provider for your area may not be providing internet facilities due to certain issues. Furthermore, sometimes, the routers in your home, which send out the wifi signal, may face issues. This can cause the application not to work properly or at all. Server Error The server for the Aladdin application itself may face certain issues. This can cause the application not to work properly and give the users accurate information to their requests. How To Fix Aladdin App Not Working? Check Your Credentials If you are facing login issues, check the credentials that you use to log in to the application. If your credentials do not match, then you can reset your credentials.  Re-installation of Retrokit If the application did not go as planned, you should ask for help from the company itself. However, you can also ask for help from someone who can install the RetroKit properly for you.  Additionally, you can reinstall the application itself as well, sometimes, the issue can be with the application rather than the Retrokit.  Check Your Internet Or Wifi Router If the issue is due to the disconnection of the internet, or your router facing certain problems, you should contact customer support for your internet service provider. Furthermore, If your router is causing the issue, you can go into its admin panel to check it out or replace your router with a new one.  If none of the above solutions work. The final step you can take is to contact the customer support of Aladdin Connect.  Aladdin Connect Application provides users with a great way to keep their homes safe. However, Since the application needs a connection to servers and the internet, there will be times when the application can malfunction or not work entirely.  Hopefully, this article can help you solve the issue related to Aladdin Connect App not working.