Genie Aladdin Connect – OHD Anywhere Crestron Home Application Guide

Description

This Driver provides control over garage doors using the Genie Aladdin Connect service. Genie and Overhead Door openers that support Aladdin Connect or OHD Anywhere may be controlled. Additionally, other manufacturers' garage doors openers may be controlled when connected to a Genie Aladdin Connect Wi-Fi RetroFit Kit or a OHD Anywhere retrofit kit.

This Driver provides a wide variety of functionality for control of and status feedback from the online service

- Open/Close control of a Genie or Overhead Door opener that natively supports Aladdin Connect or OHD Anywhere (single door control).
- Open/Close control of up to 3 doors when using the retrofit kits.
- Unsolicited and real-time feedback of door status.
- Door sensor battery level feedback for Retrofit kits.
- Fault Status.

Supported Processors

This Driver is supported in a Crestron Home processor running Crestron Home OS version 3.017.0098 or later. This driver is not supported in SIMPL Windows. For the SIMPL Windows version of this driver, please visit https://store.controlworks.com/products/Genie-SIMPL-Windows.

Contents

Adding the Driver to a Crestron Home System

Note: These instructions and screenshots have been prepared with CP4-R Crestron Home version v3.017.0098. Future updates to Crestron Home may result in changes to the appearance or the steps required to implement the Driver.

1. Ensure the Retrofit Kit, or Opener installed and is functional in the Genie Aladdin Connect or OHD Anywhere app. The door must be functional using the Genie Aladdin Connect or OHD Anywhere app before any setup can occur.

2. Take note of the Genie or OHD device serial number, located on a sticker on the device (typically next to a QR code), or using the app select the door, then select the Gear Icon.

3. Ensure your Crestron processor is connected to the network, and is able to reach the internet. Internet access is required for Driver operation. For additional details on network requirements, please see Network Requirements.

4. Add the Driver to Crestron Home - Open the Crestron Home Setup Xpanel or Mobile App, navigate to the drivers by pressing Menu > Settings > Configure System > Pair Devices > Drivers.
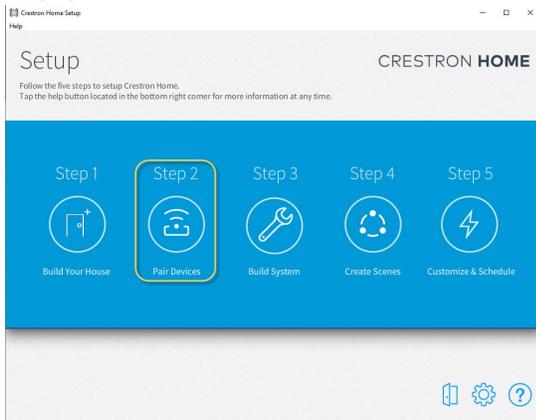
Figure 1 - Pair Devices
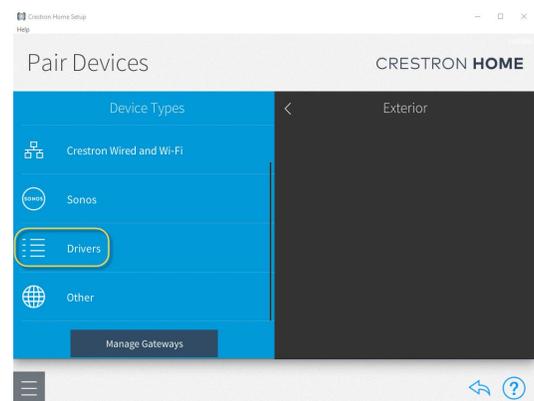
Figure 2 - Drivers

5. After Crestron Home refreshes the Driver list, scroll the list of Drivers to locate and select the Garage Door category, then select Genie/Overhead Door.

Figure 3 Locating Garage Door
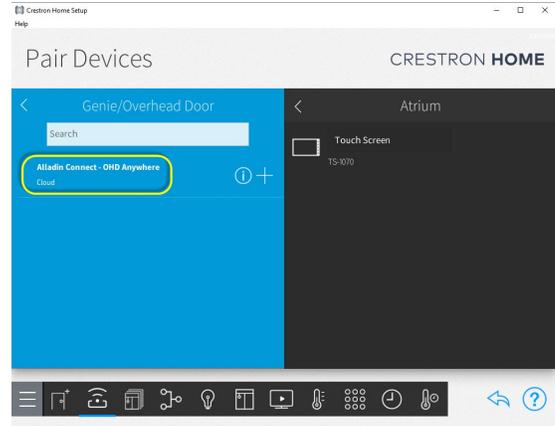
Figure 4 - Aladdin Connect - OHD Anywhere

6. You must add a Driver to a Room. To add the Driver to a Room, choose a Room from the "Select a Room" list that the Driver is to be added to, then select the + button next to the Driver to add the Driver to the Room.

7. Enter a name of your choosing for the Driver. The name you entered will be displayed on the Room and Home Page tile.
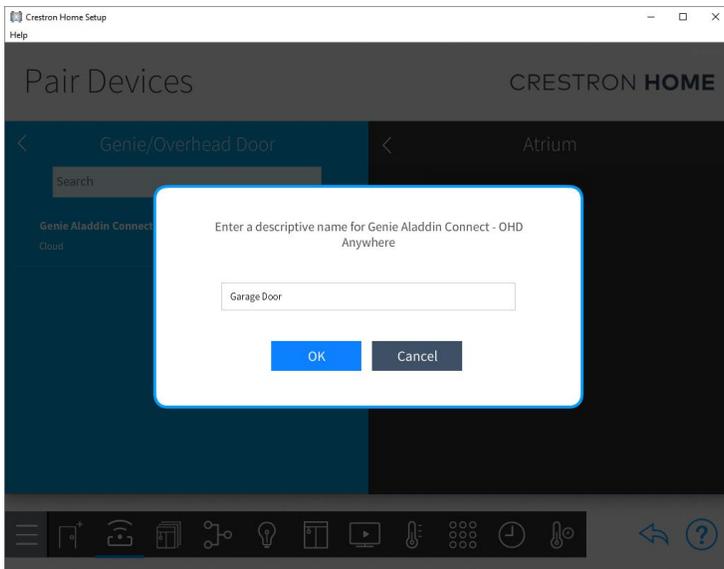
Figure 5 - Name Device

8. Press OK, and the Driver will be added to the System.

9. The Driver will ask for the Serial Number of the device you are controlling. Enter the serial number from step 2.
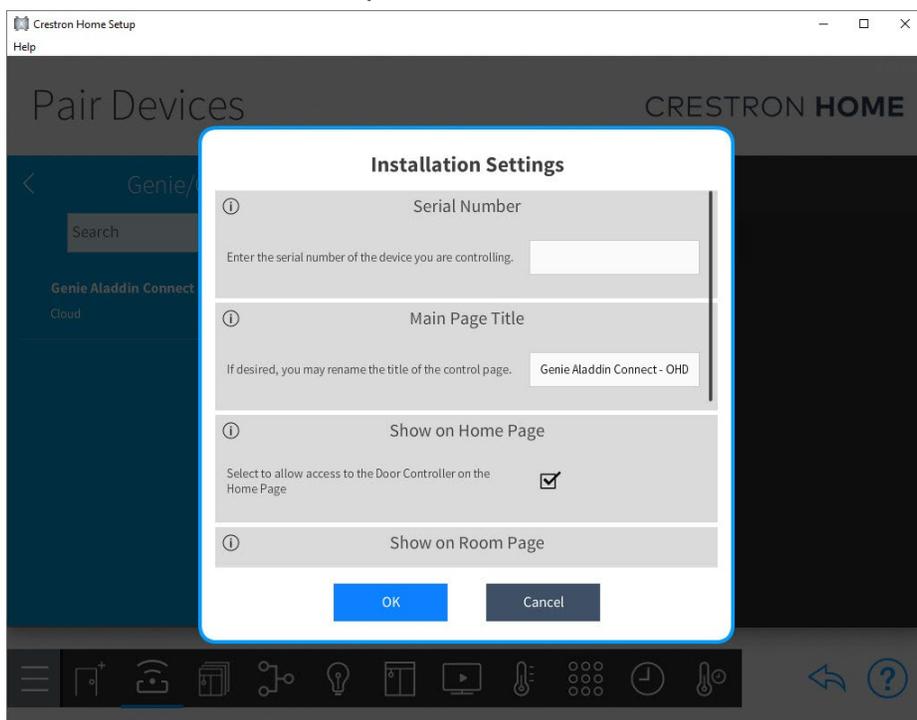
Figure 6 - Enter Serial Number

10. The next options allow you to rename the Crestron Home Page Title, show or hide the Tile on the Home Page, show or hide the Tile on the Room page, show or hide the License information (leave this enabled until the licensing process is finished) on the control page, and to show or hide battery status information.

11. After entering the serial number in and making changes to the attributes, press OK to continue adding the Driver to the system.

12. Purchase licenses for the Processor. Click the License URL or navigate to https://store.controlworks.com/products/Genie-License and purchase the necessary number of licenses for this processor. Each device you are controlling (e.g., Retrofit Device or Opener) requires a license. For more information about licenses, please review Module Instance License.

13. Next, in the Crestron Home Setup tool, Crestron Home will prompt you to pair this Crestron Home Processor to a Genie account. If you do not see this URL, or have closed the setup window, open the drivers settings, and select Installer settings and locate the Pairing URL. Click the pairing URL, and follow the steps on the Pairing site to link the processor to a Genie Aladdin Connect / OHD Anywhere account.

14. After linking a Genie account, starting from module 0 – at the top of the list, select the device(s) that matches the serial number(s) you entered into the Driver. Leave unused Drivers at the default value "(None)".

Figure 7 - Pairing Site

15. Lastly, on the Crestron Home user facing interface, navigate to the Garage Door Device you added. On the page will be some base licensing information and a button to have the processor check-in with the Pairing service to retrieve updated pairings and License information.

Figure 8 - Update License Button

User Interface Overview

This section describes the general operation of the customer facing user interface; however, the exact configuration and display of the Driver is dependent on factors such as the size of the user interface being used and number of doors present on a device.

Home Tile

Crestron Home displays the Driver on the Home page as a Tile which is created automatically when the Driver is added to a System. The name of the Driver specified while Adding the Driver to a Crestron Home System, will be displayed in the Tile. To access the Driver's controls, select the Garage Doors Tile.

Figure 9 - Home Page

Depending on the number of doors present on this device, the Tile status will indicate the current door status.
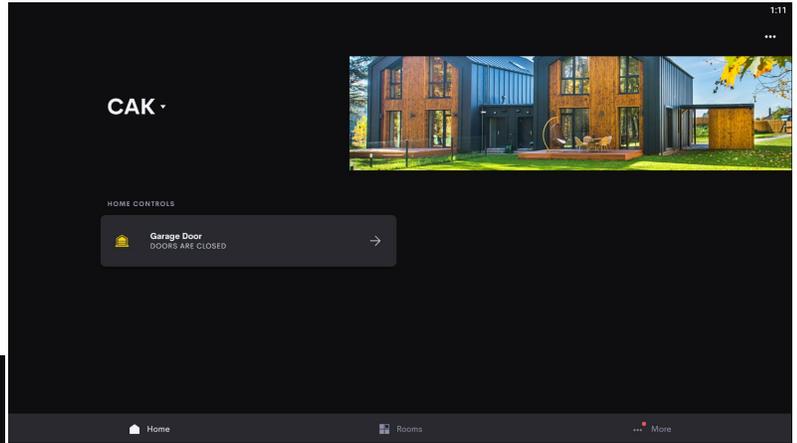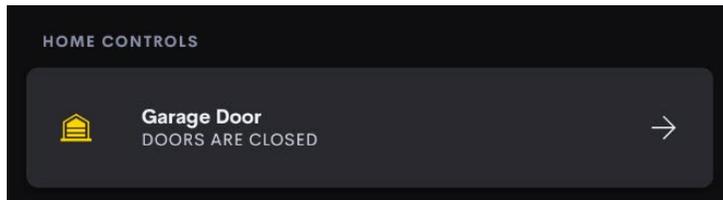
Figure 10 - Status Closed
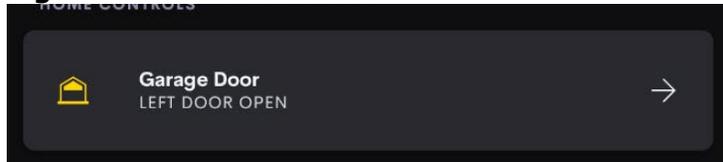
Figure 11 - Single Door Open
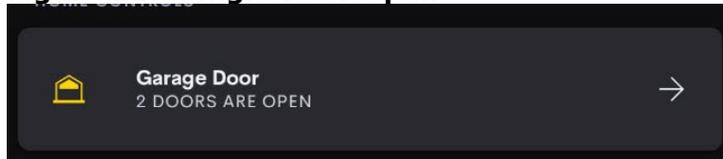
Figure 12 - Multiple Doors Open

Main Page

The main page of the Driver is broken into a few components, the Tile area, Licensing Information, and Door Controls.

The Title may be changed using the Crestron Home Setup tool.

The Licensing information may be turned off using the Crestron Home Setup tool.
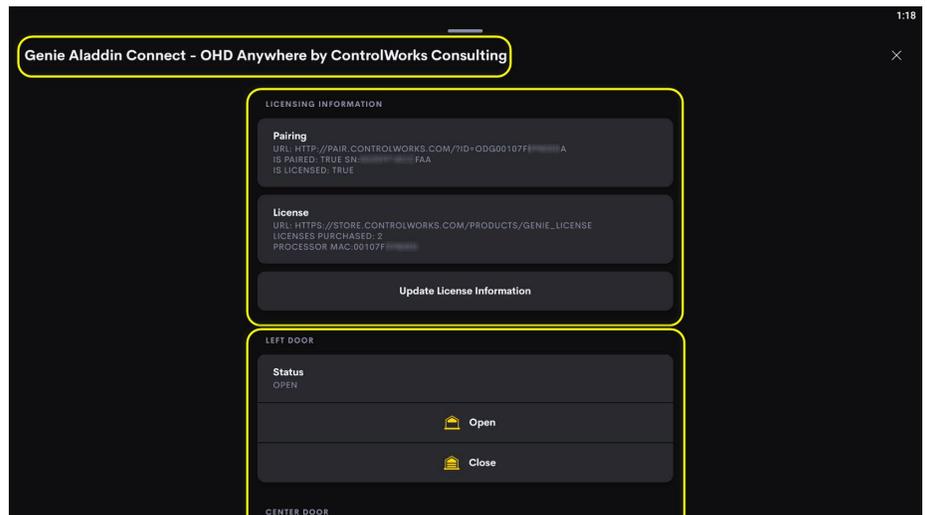
Figure 13 - Main Page Layout

Door Control Area

This area of the Driver displays the controls and status for Garage Doors. The number of doors that appear in this area depend on the type of device you are controlling. A physical Door Opener such as a [Genie 6170](#) or [7155D](#) will only display one set of controls, whereas a [Wi-Fi Retrofit Kit](#) that is connected to 3 doors will display 3 doors.

The example below shows a Wi-Fi Retrofit Kit with 2 doors paired.
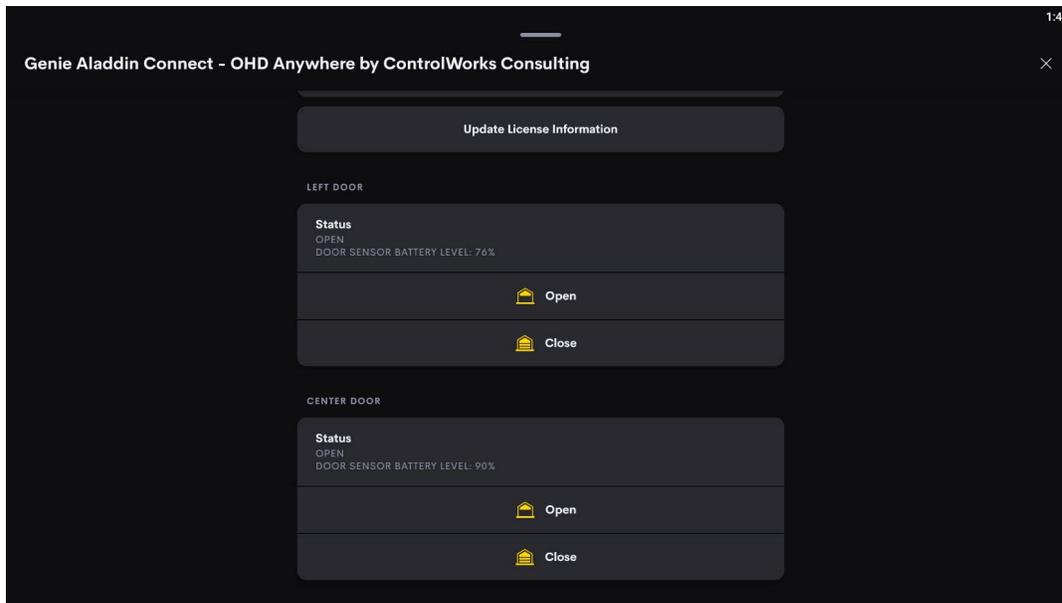
Figure 14 - Example with 2 Doors

The door controls are displayed in 3 distinct areas, current status, fault status, and buttons to control the door.

The current status area displays the current door status. The status field will change with the current status as updated by the Genie service.
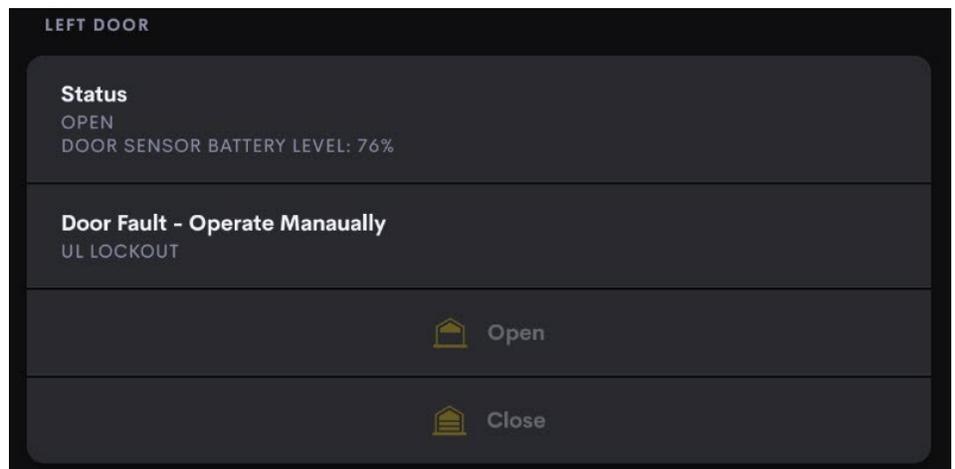
Figure 15 - Door Controls

The fault status area will be displayed when the door reports that a fault condition is present. When a fault is present, the door must be operated from the wall control or remote to clear the fault. Additionally, the open and close buttons on the user interface are disabled until the fault is cleared.

Pressing the open or close button will send a request to the door opener to move. The status "Command Requested" will be displayed in the door status.

Sequences and Quick Actions

Quick Actions

The full steps to create Quick Actions and Events in Crestron Home can be found here: https://docs.crestron.com/en-us/8525/Content/CP4R/Installer-Config/Configure-Quick-Actions.htm.

This Driver supports Quick Actions for opening and closing all available doors on the device.

To configure a Quick Action, navigate to the Customize & Schedule in the Crestron Home setup App, Select Customize Actions & Events, select the room the Garage Door is in, select Quick Actions, create a Quick Action, then select Sequence in the Settings Tab. Navigate to the room the Garage Door is in, Select the Garage Door Driver. From here you can choose to open or close the door, and select which doors you want to perform the action on. Multiple Doors may be added as part of the same Quick Action. Note that only Doors preset on the device will be able to be added to a Quick Action.

Events

The Driver supports the following events for each door: unknown, open, timeout opening, closed, timeout closing. These events are triggered when the Genie status has been updated by Genie. Event status occur in near real-time but is not instantaneous.

Note: updating or removing the Driver will break the link to the Driver and any Quick Actions. Upon adding a new or updated Driver, any quick actions will have to be re-added manually. This is a Crestron Home limitation.

Module Instance License

This Driver requires a Module Instance License that can be obtained by following the steps below. Each Module in a program requires a separate license in order to function. Each Module can be paired to a Genie or OHD Connect device (Retrofit Kit and/or Opener). e.g., if you have two openers you wish to control, you will need to purchase 2 licenses.

License Changes

If a processor fails and is replaced the license will need to be updated, we offer one complimentary update of the license. Subsequent changes will be assessed a fee to change the license.

Steps for Purchasing a License

Licenses are tied to the Crestron Processor. The steps below outline how to purchase a license and pair your module. The process is the same for a Crestron processor appliance or VC-4 server.

1. At any time, if you know the processors MAC address, you may purchase licenses.

    a. Navigate to https://store.controlworks.com/products/Genie-License and enter the quantity of licenses you wish to purchase. Once the purchase is complete, the licenses are active, however you must still pair the modules to a Genie account.

Module Application

Network Requirements
Communication to the Genie Aladdin Connect service requires an active internet connection. The module will be in communication with the Genie Aladdin Connect service and the ControlWorks status reflector.

Multiple Crestron Home Processors and multiple Genie Accounts
There are limitations on the number of openers that can be paired to processors.
- Each Genie/OHD device that is paired to a processor may not be paired to another processor.
- You may pair multiple processors to one Genie / OHD account, however care should be taken to only pair devices that have not been paired to another Crestron processor.
- Pairing multiple Genie / OHD accounts to a single processor is not supported.
- The modules may only exist in one program slot. Multiple slots are not supported. Ensure all modules exist in one program slot.
- Shared openers are not available for control. All devices must be owned by the same Genie/OHD account.

Polling
The Driver receives unsolicited feedback from the Genie Aladdin Service updating the door status. Twice a day, the module will poll for updated door information refreshing door status and door names.

Faults
The Driver provides fault status for Genie devices. If the door is in fault, the wall control or remote must be used to successfully move the door and clear the fault.

Support

This module is supported by ControlWorks Consulting, LLC. Should you need support for this module please email support@controlworks.com or call us at (+1) 440 449 1100. ControlWorks normal office hours are 9 AM to 5 PM Eastern, Monday through Friday, excluding holidays.

Updates, when available, are automatically distributed via our webstore and through the Crestron Home setup app. If you have purchased a license, you will receive an email notification to the address entered when the license was purchased. In addition, updates may be obtained using your username and password at https://store.controlworks.com/account/login.aspx.

Should you have any questions regarding the operation of the Genie Aladdin Connect Service, support the for the service can be found at https://www.geniecompany.com/aladdin-connect-support.

Distribution Package Contents

The distribution package for this module should include:

ControlWorks_GarageDoor_Genie-OHD_Aladdin-Connect_Cloud.pkg	Crestron Home Driver
ControlWorks_GarageDoor_Genie-OHD_Aladdin-Connect_Cloud.pdf	This Help File

Revision History

V2.0 caleb@controlworks.com 2023.10.20
  -Changes to driver for updated cloud API breaking changes.

V1.0 caleb@controlworks.com 2022.12.12
  -Initial Version

Development Environment

This module version was developed on the following hardware and software. Different versions of hardware or software may or may not operate properly. If you have questions, please contact us.

Crestron Hardware	Firmware Version
CP4-R Processor	3.020.0106
SDK Version	V 20.0000.0023
TS-1070	V2.004.1029
TSW-1060	v3.002.0028

ControlWorks Consulting, LLC Type 5 Module/Driver License Agreement

Definitions:

"ControlWorks", "We", and "Us" refers to ControlWorks Consulting, LLC, with headquarters located at 8228 Mayfield Road Suite 6B Rear, Chesterland, Ohio 44026.

"You" refer to the entity installing, integrating, or otherwise deploying the Module.

"End User" refer to the person or entity for whom the Crestron hardware is being installed, utilize, and/or will utilize the installed system.

"Module", "Driver", and "Licensed Software" each include all components provided by ControlWorks pursuant to this license agreement required for or useful in implementing the functionality described herein. The Licensed Software includes but is not limited to files with extensions such as UMC, USP, CLZ, SMW, VTP, and PKG.

"Type 2 Module/Driver License" refers to a module license that is granted to a specific Crestron processor and a single controlled device; a separate license must be purchased for each combination of Crestron processor and controlled device.

"System" refers to all components described herein as well as other components, services, or utilities required to achieve the functionality described herein.

"Demo Program" refers to a group of files used to demonstrate the capabilities of the Module, for example a SIMPL Windows program and VisionTools Touchpanel file(s) illustrating the use of the Module but not including the Module.

"Software" refers to the Module and the Demo Program and any files provided by ControlWorks as part of the distribution package including the Module, Demo Program, and associated documentation.

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Indemnification/Hold Harmless

ControlWorks, in its sole and absolute discretion may refuse to provide support for the application of the Module in such a manner that We feel has the potential for property damage, or physical injury to any person. Dealer shall fully and unconditionally indemnify and hold harmless ControlWorks Consulting LLC, its employees, agents, licensors, and owners from any and all liability, including direct, indirect, and consequential damages, including but not limited to personal injury, property damage, or lost profits which may result in any way from the operation (or failure to operate) of a program or System containing Licensed Software or any component thereof.

Provision of Support

We provide limited levels of technical support only for the most recent version of the Module as determined by Us. We do not provide support for previous versions of the Module, modifications to the module not made by Us, or to persons who have not purchased the Module from Us. In addition, we may decline to provide support if the demo Program has not been utilized. We may withdraw a module from sale and discontinue providing support at any time and for any reason, including, for example, if the equipment for which the Module is written is discontinued or substantially modified. The remainder of your rights and obligations pursuant to this license will not be affected should We discontinue support for a Module.

Modification of Software

You may not decrypt (if encrypted), reverse engineer, modify, translate, disassemble, or de-compile the Licensed Software in whole or part. Any modifications to the Licensed Software shall immediately terminate any licenses purchased with respect thereto. You may, however, modify the Demo Program.

License Grant

You may use the Licensed Software on the specific Crestron Processor identified when the license was purchased or otherwise granted by ControlWorks. You may integrate with only as many devices using the Licensed Software as you have been granted licenses for (for example, if you purchase 3 licenses associated with a processor, you may control up to 3 devices using the Licensed Software from that processor).

Licenses are generally non-transferrable, however in ControlWorks sole discretion, ControlWorks may grant a transfer of an existing license to a new Crestron Processor. If granted, transfer may be subject to an administrative fee as determined by ControlWorks from time to time, and the prior license may be disabled remotely.

You may permit End Users to utilize the functionality provided by the Licensed Software as part of a Crestron Home configuration or Crestron Program, as applicable.

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