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## Garage Door Keypad Frequently Asked Questions (FAQs)

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### **How do I order a replacement lid?**

The snap on lid for the garage door keypad is available by contacting the factory.  
Prices: 1 for \$8.00; 2 for \$13.00. See [How to Order Products or Replacement Parts.](#)

### **I changed my code and my old code still works or any number works.**

After pressing your new (most recently programmed) code, the "ENTER" button stays active for 20 seconds. During this time any number (for example, your old code, any number, or just the ENTER key) *will* trigger the door. WAIT 20 SECONDS without pressing the ENTER button. Now put in your OLD CODE or an INCORRECT CODE and you will see that the door does not move. The reason the ENTER button stays active is so that you can quickly, by pressing the ENTER button, stop or reverse direction of the door in case of an emergency.

### **How do I change codes? I have tried several times and nothing works.**

Most of the time people forget to press the ENTER *before* programming their code.

Slide program switch to "PROGRAM" or "ON".

Press "ENTER"

Your code (1 – 6 digits)

Press "ENTER"

Slide program switch to "OPERATE" or "OFF"

You are now ready to use your new code. Press your **code** and "ENTER".

### **My keypad doesn't work. Why did my keypad loose the Code? What should I do?**

1. Do the batteries need replaced or did one vibrate out of battery holder?
2. Is the program switch in the "PROGRAM" or "ON" position? Just reprogram by using the steps above.
3. Did somebody reprogram the keypad and forget to tell others the new code?

4. Was there a large electrical interference? Try to reprogram. (Call us for tech support)
5. Look at the [Troubleshooting Questions](#) and [Troubleshooting Flowchart](#).

### **When do I need to replace the batteries?**

Batteries should last three to five years. A simple test is if the push button on the battery box (inside control box) opens/closes the door, then the batteries are still good. A good time to replace the batteries is when the RED light (above the #2) on the keypad and the background keypad lights begin to dim. The keypad will actually work without the background lights, but it makes it hard to use at night. **Remember after changing batteries you may need to reprogram your keypad code.**

### **Some of the numbers on my keypad do not light up. Can I fix this problem?**

Yes, you can do a little maintenance and "revive the keypad".

Unscrew the two screws holding keypad to garage door jamb. Gently pull the keypad off the garage. If not enough slack in the cable connecting the keypad to the control box (located inside the garage), you may have to unclip the keypad cable (telephone type wire) from the control box.

Disassemble the keypad. You can do this outside with cable still connected to control box, or you can unclip cable from the control box and take the keypad inside. Remove 6 screws on back plate of keypad. Lift out back plate and the circuit board. You'll now see the rubber number pad. Take it out and clean back side (little black conductive pads) with regular rubbing alcohol. Alcohol won't hurt the rubber. (You can also order a replacement number pad only.) Also clean with alcohol, the lower part of the gold plated circuit board where the number grids are.

Reassemble the keypad and reconnect to control box if necessary; you should now notice all numbers will cause red light to come on when pressed. You may have to reprogram the keypad. It may have lost code when unplugging from the control box. To program: Slide switch to "on" or "program", press Enter, your code, enter. Slide switch to "off" or "operate". Ready to go. If you have any questions, call Domino at 800-736-6466.

### **Can I get a longer cord between the keypad and the control box?**

Generally, you will not need a longer cord. You want the control box fairly close to the keypad. Extension cables of varying lengths are available with appropriate coupler. See [Price List](#) or [How to order Products or Replacement Parts](#).