

# Verkada Alarms Upgrade Program

Now available in the U.S., Canada, Australia, and New Zealand

## Overview

The Verkada Alarms Upgrade Program enables organizations to upgrade from classic to new Alarms without paying for new hardware or licenses.

This program will provide any necessary Verkada hardware for free, offset installation costs, and convert classic Alarms licenses to the equivalent new Alarms licenses.

Any organization in the US, Canada, Australia, or New Zealand with an active classic Alarms license or hardware is eligible for the program. To get started, [fill out this form](#).

## Why New Alarms

In 2024, Verkada launched a new version of Alarms, reimagined from the ground up for a smarter and fundamentally more reliable experience. Here are the key improvements:

### Robust local-first architecture

Local communication between all new Alarms devices allows on-site staff to arm, disarm, and resolve alarms during network instability and outages.

### Unique AI features

Employ smart arming schedules that adapt to site activity and AI-powered deterrence that drives away trespassers automatically.

### Faster and more transparent agent operations

Agents now use Verkada-built software, reducing median response time by 88% and allowing users to review agent call transcripts/recordings (including agent <> police calls).

### Easier to respond to alarms

Users can resolve alarms over SMS and have an ungated, shareable incident link with alarm details, easy access to on-site cameras, and one-click dispatch.

### Improved wireless reliability

Benefit from 70+ under-the-hood improvements, better troubleshooting tools, and a new wireless repeater to address range issues.



## Upgrade process

The exact upgrade process depends on the type of alarm system and devices in use.

Organizations with camera triggers can generally reuse the same cameras in new Alarms, so a license conversion (at no cost) is all that's needed. In rare cases where a classic Alarms site has D-series camera triggers (not supported in new Alarms), Verkada will provide a newer model for free. See full details in Appendix [Tables A and B](#).

Organizations with sensors can generally re-use the same sensors in new Alarms, but need to replace any alarm panels, keypads, and hubs with new models. Verkada will provide the new hardware for free according to [Table C](#) and help cover install costs according to [Table D](#). Customers may use an installer of their choice or Verkada can refer one.

The Verkada Alarms Upgrade Team can also provide assistance by appointment during deployment and onboarding.

## Get started

To get started, simply [fill out this form](#). The Verkada team will then reach out to start the process described below.

### 1. Work with the Verkada Alarms Upgrade Team

- Verkada team will determine the necessary licenses and hardware based on Appendix Tables A-C
- If needed, Verkada will estimate the install costs based on Appendix Table D and cover up to that amount

### 2. Receive license conversions and new hardware

- New hardware will be shipped to desired location at no cost
- Licenses will be converted without impacting organization renewal date

### 3. Switch to new Alarms

- A specialized Verkada support team will be available to help ensure successful onboarding



## FAQs

### 1. Do all sites have to be upgraded at once?

While we recommend upgrading all sites at once to avoid managing two systems, organizations can choose to proceed at their own pace. Organizations with a mix of classic and new Alarms sites will see both product tiles in Command.

### 2. Will customers lose access to classic Alarms immediately after upgrading?

No, classic Alarms can still be used for a limited period of time. Once a license is converted, customers will have a 90-day grace period to set up a new Alarms site and delete the classic Alarms site to remain license-compliant.

### 3. Does Verkada need the old hardware back?

It is not required, but we will provide return labels if customers want to return the old devices.

### 4. Does the new hardware still have a 10 year warranty?

Yes, the new hardware has a 10 year warranty from the ship date.

### 5. Will I lose any features if I switch to new Alarms?

New Alarms offers near feature parity plus many exclusive features that are not available in classic Alarms.

For a detailed feature comparison, refer to [this document](#).

### 6. Does new Alarms support threat/no threat verification?

No, threat/no threat verification is not supported in new Alarms. To minimize subjective decision-making and improve agent verification accuracy, new Alarms only supports person/no person verification. For sensor triggers, agents will verify whether a person is present. For camera triggers, agents will verify whether the configured rule was broken (e.g. did a person cross the line in the specified direction).

If you currently rely on threat/no threat verification to filter noisy areas, we will work with you to configure new Alarms in a way that protects the site while minimizing unwanted alarms. This may include adjusting camera triggers, employing new features like smart schedules, and complimentary keypads for flexible arming/disarming.

### 7. Will upgrading to new Alarms help with wireless sensor issues?

New Alarms has many software and firmware improvements for wireless sensor reliability. The [WH32 Wireless Repeater](#) can also be used to extend range as poor signal is the most common root cause. Verkada may provide free wireless repeaters as part of the transition to new Alarms if a customer is having issues due to poor signal.



# Appendix

Table A: License conversions

The licenses in the first column will be converted at no cost to the corresponding licenses in the second column without impacting the organization’s renewal date. License renewals will be subject to the new Alarms license price at the time of the renewal.

| Classic Alarms License          | New Alarms License                                                                                               |
|---------------------------------|------------------------------------------------------------------------------------------------------------------|
| LIC-BB Basic Alarms License     | If no cameras used:<br>LIC-BX-MB Basic Alarms<br><br>If cameras used:<br>LIC-BX-MA Advanced Video Alarms License |
| LIC-BA Standard Alarms License  | LIC-BX-MA Advanced Video Alarms License                                                                          |
| LIC-CEL Cellular Backup License | LIC-BX-CEL Cellular Backup License                                                                               |

If a site has more than 15 cameras being used as alarm triggers, Verkada will grant additional LIC-BX-MA licenses to allow for the same number of cameras. However, customers also will be responsible for renewing those extra licenses going forward.

Table B: Camera trigger support

Nearly all Verkada cameras can be used as alarm triggers in new Alarms. Exceptions are noted in the table below.

| Model                                                                                                                                                                                                                                                                                                                                                      | Supported in New Alarms?             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| CD31, CD31-E, CD41, CD41-E, CD51, CD51-E, CD61, CD61-E, CD22, CD22-E, CD32, CD32-E, CD42, CD42-E, CD52, CD52-E, CD62, CD62-E, CD43, CD43-E, CD53, CD53-E, CD63, CD63-E<br><br>CB51-E, CB51-TE, CB61-E, CB61-TE, CB52-E, CB52-TE, CB62-E, CB62-TE<br><br>CM41, CM41-E, CM41-S, CM61, CM22, CM42, CM42-S<br><br>CH52-E, CY53-E<br><br>TD52, TD33, TD53, TD63 | Yes                                  |
| CF81-E, CF83-E                                                                                                                                                                                                                                                                                                                                             | Yes – only in panoramic mode         |
| D30                                                                                                                                                                                                                                                                                                                                                        | No – Verkada will ship a free CD42   |
| D40                                                                                                                                                                                                                                                                                                                                                        | No – Verkada will ship a free CM42   |
| D50, D50W                                                                                                                                                                                                                                                                                                                                                  | No – Verkada will ship a free CD42-E |
| D80                                                                                                                                                                                                                                                                                                                                                        | No – Verkada will ship a free CF81-E |



## Table C: Hardware giveaways

If a classic Alarms site has hardware listed in the first column, Verkada will provide the corresponding hardware in the second column for free.

| Classic Alarms Device                   | New Alarms Device                                                                                                                                                                                                                                                                                |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BP41 Panel                              | BP52 Panel                                                                                                                                                                                                                                                                                       |
| ACC-BAT-4AH Backup Battery              | ACC-VBX-200WH Backup Battery                                                                                                                                                                                                                                                                     |
| ACC-CEL-LTE Cellular Backup Module      | ACC-CEL-LTE-2 Cellular Backup Communicator                                                                                                                                                                                                                                                       |
| BC51 or BC82 Console                    | BK22 Keypad                                                                                                                                                                                                                                                                                      |
| BK11 or BK21 Keypad                     | BK22 Keypad                                                                                                                                                                                                                                                                                      |
| BH61 Wireless Hub                       | No replacement needed; contact Verkada Support for a firmware upgrade that allows the BH61 to work in New Alarms.                                                                                                                                                                                |
| BR11, BR12, BR13 Wired Sensors          | No replacement needed                                                                                                                                                                                                                                                                            |
| BR31, BR32, BR33, BR35 Wireless Sensors | No replacement needed, but the site will need a BP32 or BP52 panel, which will be provided for free                                                                                                                                                                                              |
| BR34 Wireless Glass Break Sensor        | BR34s are not supported in new Alarms. One of the following alternatives will be provided for free:<br><br>Option 1: QM11 Wireless Motion Sensor<br>Option 2: <a href="#">3P wired glass break sensor</a><br>Option 3: <a href="#">3P wired glass break sensor</a> + <a href="#">BR31 in UTM</a> |
| BX21 Wireless Relay                     | BZ32 Wireless Siren Strobe                                                                                                                                                                                                                                                                       |
| Access control triggers                 | The site will need a BP32 or BP52 panel, which will be provided for free                                                                                                                                                                                                                         |



## Table D: Install cost coverage

Verkada will estimate the labor costs based on the type/quantity of tasks required and cover up to that amount. The following table provides transparency on how we calculate in general, but site-specific factors such as cabling and overhead will be factored in the actual estimate. All time estimates are based on past installations and already include a 30-50% buffer.

|    | Category            | Item                                                      | Estimated Time        | Hourly Rate | Note                                                                                                                                                  |
|----|---------------------|-----------------------------------------------------------|-----------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Panel               | Install new BP32 panel                                    | 30 min                | \$100       | Not including PoE cable run                                                                                                                           |
| 2  | Panel               | Replace BP41 with BP52                                    | 40 min + 7 min/sensor | \$100       | The panel must be on the same VLAN/subnet as other new alarm devices. Can reuse Cat cable from old panel.                                             |
| 3  | Wireless Hub        | Upgrade BH61 firmware                                     | 5 min                 | \$100       | Contact Verkada Support for a firmware upgrade that makes the BH61 work in New Alarms. The BH61 needs to be on the same VLAN/subnet as the BP32/BP52. |
| 4  | Keypad              | Replace BK11 / BK21 with BK22                             | 10 min                | \$100       | Can reuse the mount and cable from the old device. BK22 must be on the same VLAN/subnet as BP52/BP32 alarm panel                                      |
| 5  | Keypad              | Replace BC51 / BC82 with BK22                             | 20 min                | \$100       | Can reuse the cable from the old device. BK22 must be on the same VLAN/subnet as BP52/BP32 alarm panel                                                |
| 6a | Wireless Glassbreak | Replace BR34 with QM11                                    | 20 min                | \$100       |                                                                                                                                                       |
| 6b | Wireless Glassbreak | Replace BR34 with wired glass break + QT11 in UTM         | 30 min                | \$100       | Does not include wire run for power                                                                                                                   |
| 7  | Output Device       | Replace BX21 with BZ32                                    | 30 min                | \$100       |                                                                                                                                                       |
| 8  | Camera              | Replace D-series cameras                                  | 40 min                | \$100       | Can use the same cable as the old camera                                                                                                              |
| 9  | Configuration       | Reconfigure wired sensors                                 | 3 min/sensor          | \$100       |                                                                                                                                                       |
| 10 | Configuration       | Reconfigure wireless sensors                              | 3 min/sensor          | \$100       | <a href="#">Wireless Alarms Devices   Verkada Help Center</a>                                                                                         |
| 11 | Configuration       | Reconfigure camera trigger                                | 2 min/camera          | \$100       | <a href="#">Configure Camera Alarm Trigger Events for New Alarms   Verkada Help Center</a>                                                            |
| 12 | Configuration       | Reconfigure AC trigger                                    | 2 min/door            | \$100       | <a href="#">Configure Doors as Alarm Triggers   Verkada Help Center</a>                                                                               |
| 13 | Configuration       | Reconfigure site settings (keycodes, response flows, etc) | 30 min/site           | \$100       | <a href="#">Configure New Alarm Site Settings   Verkada Help Center</a>                                                                               |
| 14 | System Testing      | Test Alarm System                                         | 45 min/site           | \$100       | <a href="#">Performing a Walk Test</a>                                                                                                                |