Command Connector

The on-ramp to Verkada's cloud-based Command platform

Overview

Verkada Command Connector allows organizations to add legacy cameras to their Command organization quickly, easily, and reliably. Command Connector supports many, although not all, features of a native Verkada camera, including video analytics, easy remote administration, simplified retention, and a single pane-of-glass management platform. Command Connector is an organization's easy on-ramp to our cloud-based system, enabling the transition while keeping financial and operational considerations top-of-mind.

There are three Command Connector models: the CC300, CC500, and CC700. They have varying levels of storage and camera capacity, ranging from 10 - 50 channels in 5MP quality or 5 - 25 channels in 4K quality.

Key features

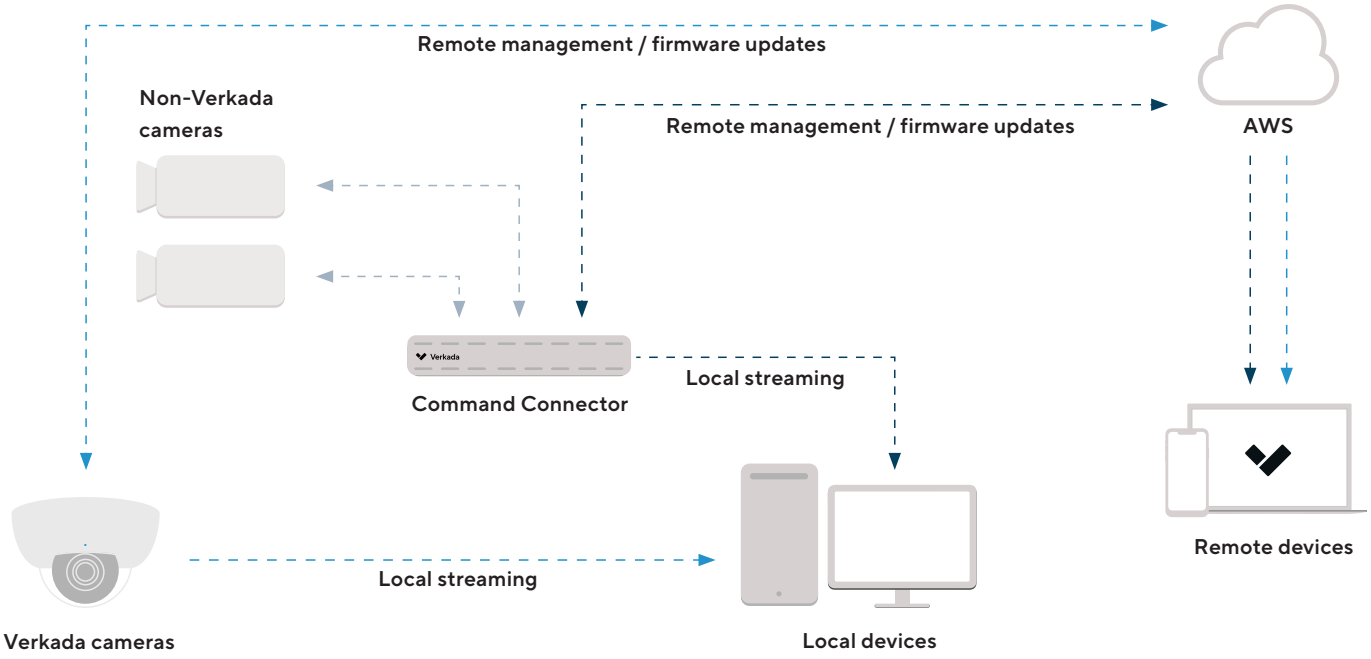
Enterprise-grade performance

- Support for recording and playback ranging from 5MP (or less) to 4K resolution
- RAID 10 for high reliability
- Advanced people and vehicle analytics
- AI-powered search and alerts
- 5-year warranty

Storage and video recording

- 4TB – 32TB of onboard storage
- 30 - 90 days of continuous video recording per channel
- Adaptive quality recording automatically triggers HQ recording when motion is detected

Command Connector architecture diagram



Command Connector model comparison

Models	Resolution[1]	Days of onboard storage[2]	Supported channels	Deployment type
CC300-4TB	5MP (or less)	30	10	Ideal for small deployments. Can be placed at distributed sites (like satellite offices or retail outlets) that operate on separate networks.
	4K	30	5	
CC300-8TB	5MP (or less)	60	10	
	4K	60	5	
CC500-8TB	5MP (or less)	30	25	Ideal for small to medium-sized deployments.
	4K	30	12	
CC500-16TB	5MP (or less)	60	25	
	4K	60	12	
CC700-16TB[3]	5MP (or less)	30	50	Ideal for large deployments. Can be placed in a data center to support multiple distributed sites connected over a centralized network.
	4K	30	25	
CC700-32TB	5MP (or less)	60	50	
	4K	60	25	

1. Channels with a resolution exceeding 5MP are classified as 4K channels. Streams with one (or more) dimensions greater than 4090 pixels are not supported.
2. Days of onboard storage indicates the maximum amount of retention per channel when **all** Command Connector channels are being utilized. When channels are not being utilized, additional retention (up to 90 days per camera) may be available. The amount of additional retention available depends on a number of factors including the Command Connector model and number of cameras connected. To meet specific retention requirements, please work with your Verkada account team.
3. Verkada also offers a FIPS-validated version of this model, the CC700-F. See the Knowledge Base article here for more details.

Command Connector feature comparison

✓ Full support — Partial support ✕ No support

Cameras and platform features and capabilities	Verkada cameras and Command	Third-party cameras and Command (with Command Connector)
Installation and setup		
• Automated discovery of new cameras on network	✓	✓
• Automated SW/FW updates pushed to platform and devices	✓	✕[1]
Core platform capabilities		
• Intuitive, simple UI	✓	✓
• Single pane-of-glass interface to manage all Verkada products	✓	✓
• Camera audio	✓	✓[2]
• Context cameras to support other Verkada product lines (e.g., Access Control)	✓	✓
• Shortcuts (live and in history)	✓	✓
• Adaptive quality storage	✓	✓
• Low-latency, subsecond streaming with Webcodecs and HTTP/2	✓	✕
• Guaranteed video retention regardless of network health	✓	✕[3]
• Ability to selectively blur faces	✓	✕
• 30 days of cloud backup per camera / channel	✓	✓
• Unlimited cloud archiving	✓	✓
• Cloud-based sharing of live video and features	✓	✓
• Viewing Station (VX52) compatibility	✓	✓[4]
• Remote PTZ controls	✓	✓
Maintenance and technical support		
• 24/7 phone, email, and chat tech support	✓	—[5]
• 10-year warranties on most cameras	✓	N/A
• New camera drop-shipping if a camera malfunctions / RMA	✓	✕
• Hassle-free network maintenance and upgrades	✓	✕[6]
• Management of local storage	✓	✓[7]
• Distributed storage to prevent single point of failure	✓	✕

1. As the camera manufacturer hosts and pushes their own FW updates, we are unable to offer third-party FW updates to non-Verkada cameras. The user will, then, need to manage and upgrade relevant firmware to avoid security vulnerabilities. Software updates are pushed directly to Command Connector via Command.
2. Audio is supported on most third-party cameras connected to Command Connector using ONVIF Profile S. Cameras must support the G.711 μ-law audio codec.
3. If a network failure occurs, the communication between the Command Connector and third-party cameras will be lost, as the Command Connector ingests all footage. As such, we cannot guarantee that all footage will remain intact when the network goes back online.
4. Non-Verkada cameras can be streamed locally to a Viewing Station via the Command Connector, but offline streaming is not supported.
5. Command Connector customers will receive support on the Command Connector device, but not on non-Verkada cameras.
6. With third-party cameras on one's network with Command Connector, upgrades must be coordinated and scheduled well ahead of time (e.g., weeks in advance) and executed in small batches as the network upgrade will temporarily disrupt streams from third-party cameras.
7. Command Connector supports local storage on the device itself, but not on non-Verkada cameras.

Command Connector feature comparison

✓ Full support — Partial support ✕ No support

Cameras and platform features and capabilities	Verkada cameras and Command	Third-party cameras and Command (with Command Connector)
Basic analytics		
• Motion detection	✓	✓
• People history search	✓	✓
• Vehicle history search	✓	✓
• People attribute search	✓	✓
• Vehicle attribute search	✓	✓
• Face search	✓	✓
Advanced analytics		
• AI-powered search	✓	✓[8]
• AI-powered unified timeline	✓	✓
• Line-crossing detection	✓	✓[9]
• Loitering detection	✓	✓[9]
• People and vehicle trajectory analysis	✓	✓[9]
• Occupancy trends	✓	✓[9]
• Queue trends	✓	✕
• License plate recognition	✓	✕
Alerting		
• AI-powered alerts	✓	✓[8]
• Motion detection	✓	✓
• People detection	✓	✓
• Vehicle detection	✓	✓
• Animal detection	✓	✕
• POI detection	✓	✓
• Crowd detection	✓	✓
• Camera online/offline status	✓	✓
• LPOI detection	✓	✕
• Line-crossing detection	✓	✓[9]
• Loitering detection	✓	✓[9]
• Tamper detection	✓	✕[10]
Supported triggers in new alarms		
• Person detection	✓	✓
• Line crossing	✓	✕
• Loitering	✓	✕

8. While Command Connector users have access to AI-powered search and AI-powered alerts, they might experience higher latency.
9. These features leverage processing power available on Command Connector and may not be available on all channels.
10. We cannot guarantee support as not all non-Verkada cameras have built-in accelerometers or the capability to send an alert to Command Connector if an onboard accelerometer detects tampering.

Command Connector series
Tech specs

CC300 / CC500 / CC700

System

CPU	Intel i9-13900	**Power input**	Single a 600W
Memory	32GB RAM	**Dimensions**	Width: 18.87in / 479.4mm Height: 1.73in / 44mm Depth: 22.13in / 562.1mm
Certifications	FCC Class A, NDAA compliant, ICES, ONVIF Profile S conformant client	**Storage**	Hot swappable 3.5" HDD CC300: 4TB–8TB CC500: 8TB–16TB CC700: 16TB–32TB

Dimensions

Mechanical and environmental

Operating temperature	Ambient with air flow: 0°C to 40°C / 32°F to 104°F	**Relative humidity**	0%–90% (non-condensing)
Storage temperature	-20°C to 70°C / -4°F to 158°F	**System rack size**	1U Rackmount

Warranty and support

Command Connector	5-year warranty	**Hard disc drive**	5-year warranty

Power and network[1]

Power input voltage	90–264 VAC	**Connectivity[2]**	Dual 2.5 Gbps RJ45 Ethernet
Power input frequency	47–63 Hz		

1. Note: all Command Connector units include a power cable for North America. Users in the EU, Australia, Japan, and the UK will need to add a power cable separately per the table on the following page.
2. Command Connector customers must use a PoE switch to connect and power their non-Verkada cameras.

Ordering information

Command Connector

Model number	Description	Cost (MSRP) USD
CC300-4TB-HW	CC300 Command Connector, 10 5MP channels, 4TB storage for 30 days' retention	$2,999
CC300-8TB-HW	CC300 Command Connector, 10 5MP channels, 8TB storage for 60 days' retention	$3,499
CC500-8TB-HW	CC500 Command Connector, 25 5MP channels, 8TB storage for 30 days' retention	$5,499
CC500-16TB-HW	CC500 Command Connector, 25 5MP channels, 16TB storage for 60 days' retention	$6,499
CC700-16TB-HW	CC700 Command Connector, 50 5MP channels, 16TB storage for 30 days' retention	$8,499
CC700-32TB-HW	CC700 Command Connector, 50 5MP channels, 32TB storage for 60 days' retention	$10,499

Government-grade Command Connector

Model number	Description	Cost (MSRP) USD
CC700-16TB-HW-F	CC700-F FIPS-Validated Command Connector, 50 5MP channels, 16TB storage for 30 days' retention	$9,599

Power cables

Model number	Description	Cost (MSRP) USD
ACC-PWR-CBL-EU	AC power cable, 2 meter, C13, Europe Type F Plug	$19
ACC-PWR-CBL-UK	AC power cable, 2 meter, C13, United Kingdom Type G Plug	$19
ACC-PWR-CBL-NA	AC power cable, 2 meter, C13, North America Type B Plug	$19
ACC-PWR-CBL-AU	AC power cable, 2 meter, C13, Australia Type I Plug	$19
ACC-PWR-CBL-JP	AC power cable, 2 meter, C13, Japan Type B Plug	$19

Ordering information

Video security cloud license pricing (new/capacity increase)

Model number	Description	Cost (MSRP) USD
LIC-CAM-1Y-CAP	1-Year Camera License, Capacity Increase	$219
LIC-CAM-3Y-CAP	3-Year Camera License, Capacity Increase	$599
LIC-CAM-5Y-CAP	5-Year Camera License, Capacity Increase	$999
LIC-CAM-10Y-CAP	10-Year Camera License, Capacity Increase	$1,999
LIC-CAM-1Y-CAP-G	1-Year Camera License for Government, Capacity Increase	$329
LIC-CAM-3Y-CAP-G	3-Year Camera License for Government, Capacity Increase	$899
LIC-CAM-5Y-CAP-G	5-Year Camera License for Government, Capacity Increase	$1,499
LIC-CAM-10Y-CAP-G	10-Year Camera License for Government, Capacity Increase	$2,999

Video security cloud license pricing (renewal)

Model number	Description	Cost (MSRP) USD
LIC-CAM-1Y-RNW	1-Year Camera License, Renewal	$219
LIC-CAM-3Y-RNW	3-Year Camera License, Renewal	$599
LIC-CAM-5Y-RNW	5-Year Camera License, Renewal	$999
LIC-CAM-10Y-RNW	10-Year Camera License, Renewal	$1,999
LIC-CAM-1Y-RNW-G	1-Year Camera License for Government, Renewal	$329
LIC-CAM-3Y-RNW-G	3-Year Camera License for Government, Renewal	$899
LIC-CAM-5Y-RNW-G	5-Year Camera License for Government, Renewal	$1,499
LIC-CAM-10Y-RNW-G	10-Year Camera License for Government, Renewal	$2,999

Ordering information

Viewing station pricing

Model number	Description	Cost (MSRP) USD
VX52-HW	VX52 Viewing Station	$499

Viewing station license pricing (new/capacity increase)

Model number	Description	Cost (MSRP) USD
LIC-VX-1Y-CAP	1-Year Viewing Station License, Capacity Increase	$499
LIC-VX-3Y-CAP	3-Year Viewing Station License, Capacity Increase	$1,299
LIC-VX-5Y-CAP	5-Year Viewing Station License, Capacity Increase	$1,999
LIC-VX-10Y-CAP	10-Year Viewing Station License, Capacity Increase	$3,999

Viewing station license pricing (renewal)

Model number	Description	Cost (MSRP) USD
LIC-VX-1Y-RNW	1-Year Viewing Station License, Renewal	$499
LIC-VX-3Y-RNW	3-Year Viewing Station License, Renewal	$1,299
LIC-VX-5Y-RNW	5-Year Viewing Station License, Renewal	$1,999
LIC-VX-10Y-RNW	10-Year Viewing Station License, Renewal	$3,999