Effortless Intercom Calling and Security at Scale

Overview

Verkada intercoms enable organizations of all sizes to answer calls, grant entry, and secure entrances from anywhere. Each intercom offers excellent call quality, a built-in access controller, and flexible installation options. Video intercoms additionally come equipped with a built-in security camera and door reader.

Verkada's cloud-based management platform, Command, empowers organizations to seamlessly deploy and manage intercoms across their sites. Organizations can boost response rates with flexible call routing, and optimize their deployments, reporting, and incident management with sophisticated software capabilities. To further streamline communication, Verkada intercoms leverage powerful artificial intelligence technologies, such as live translation for multi-language communication and AI-powered voice directory to help visitors quickly find and connect with the right contact.

Organizations additionally benefit from alerts for offline intercoms, 24/7 support, and automatic firmware updates, helping ensure their intercoms are always operational and improving over time.

Key hardware features

Excellent call quality

- Noise suppressing microphones and optimized speaker volume offer exceptional two-way audio quality
- 5MP camera resolution, wide dynamic range, and IR LEDs enable clear visuals across diverse lighting conditions for video intercoms

All-in-one functionality

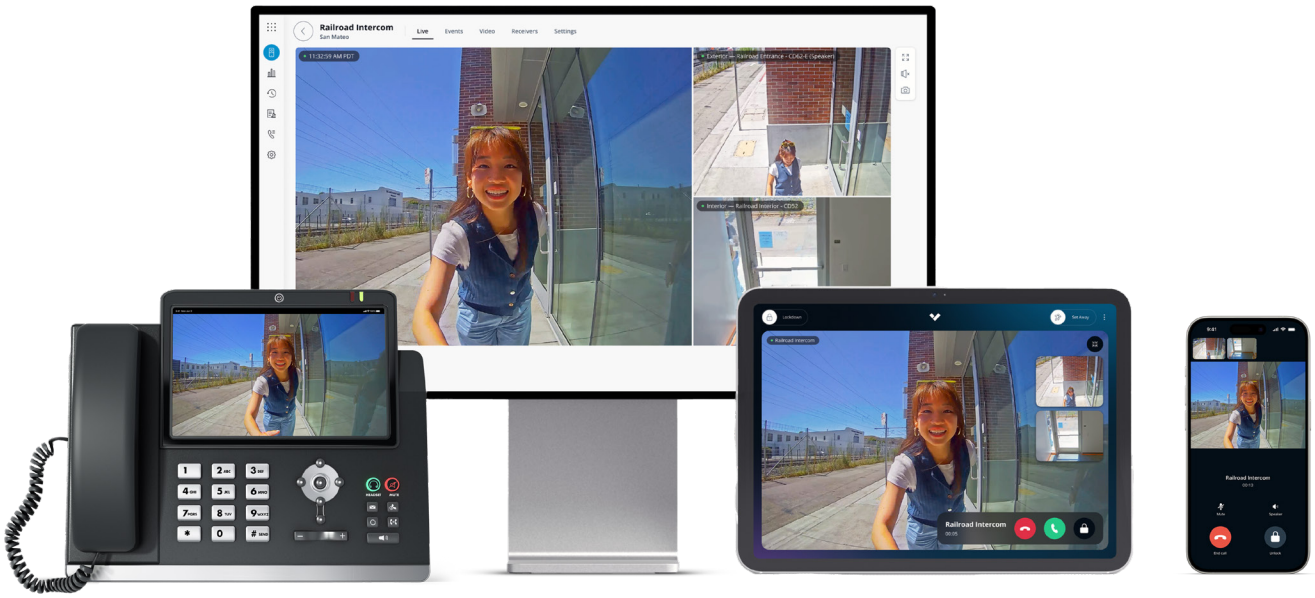
- A built-in door controller and reader support multiple credential types and enable seamless entry for video intercoms
- A built-in security camera supports continuous recording of entryways and onboard storage of footage for video intercoms

Flexible installation

- Multiple form factors and complementary mounts support a wide variety of installations
- Intercoms feature a durable design to withstand impact and harsh environmental conditions

Receivers Overview

Flexible Receivers and Cloud-Based Call Routing



Overview

With cloud-based call routing and four receiver options - Verkada Desk Station, Verkada Pass app, Verkada Command, and existing telephony systems - organizations can take calls from anywhere and boost response rates. All Verkada receivers support video feeds from intercom and context cameras as well as one-tap controls.

Organizations can specify who should be contacted, and when and how they should be contacted, with intuitive, multi-step call flows. Admins can design call flows to feature any combination of users and receiver types, and they can include failover steps and automated messages to ensure calls conclude with an appropriate response. The keypad on the TD63 intercom can additionally be configured as a directory to dial specific departments or offices within a building.

Verkada's platform makes it easy to orchestrate call routing at scale for multiple intercoms: SOC (security operations center) teams can triage and respond to concurrent intercom calls right within Verkada Command; one call flow can be applied to multiple intercoms with a few clicks; and bulk SIP configuration allows admins to add many intercoms to their corporate VoIP systems with a single CSV upload.

Four receiver types

Verkada Desk Station

An iPad-based interface for receptionists, guards, and other stationed professionals to monitor live feeds and respond to calls with one-tap controls.

Verkada Command

A web browser-based interface for designated users to receive call alerts and field single or concurrent calls with one-tap controls.

Verkada Pass app

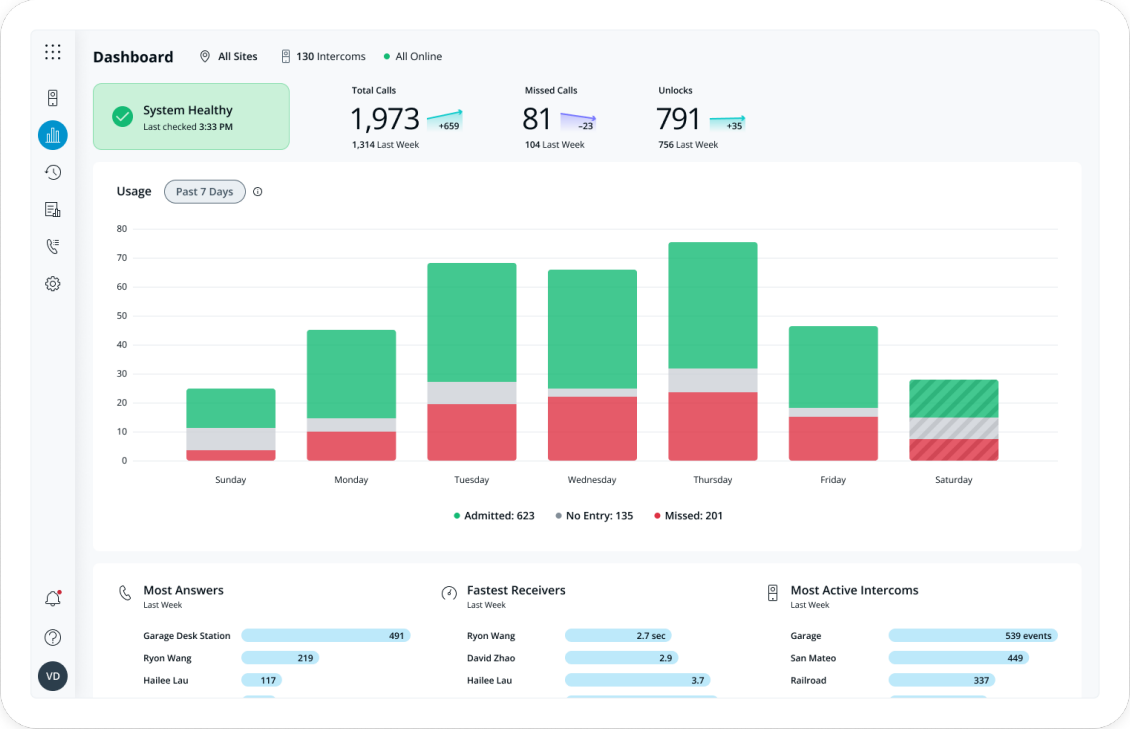
A mobile app for designated users to receive call alerts and respond on the go with one-tap controls, even if they are away from an entryway or computer.

Existing telephony systems

An integrated way for organizations to receive intercom calls via their phone systems - like PSTN, SIP/VoIP, or Microsoft Teams - and respond with their dial pad.

Verkada Command Overview

Centralized, Cloud-based Management with Command



In addition to routing calls, organizations can manage intercoms across numerous sites from one cloud-based management platform, Verkada Command. Admins can easily manage their deployments remotely, gain valuable insights via comprehensive reporting, and expedite investigations and incident resolution with cutting-edge analytics.

Built on Verkada's leading physical security platform, intercoms can be easily paired with neighboring security cameras and access controlled doors via native integrations. The result is comprehensive coverage without any added complexity.

Key Command features

Effortless remote management

- Add and configure multiple intercoms and receivers at once
- Monitor live feeds from anywhere, any device across sites
- Review rich call history, including a call timeline, video recording, transcription, and snapshot of people detected

Comprehensive reporting

- Generate and export intercom event reports and filter by intercom, site, receiver, and event type
- Glean insights and optimize performance with a dashboard summarizing call data
- Receive automated alerts via SMS, email, or push notifications when a call is triggered or missed, a door is unlocked, a SIP error occurs, or a device goes offline

Cutting-edge analytics

- Surface Persons of Interest in real time during intercom calls to enhance entryway security
- Search call transcripts at scale using general descriptions with AI-powered transcription search
- Leverage live translation for multilingual communication and AI-powered voice directory to automate rapid visitor routing

Verkada Intercom Supported Applications

Entry Management

Door entry

Grant entry to visitors and employees with a built-in access controller and reader. The TD63 intercom also supports multi-factor authentication, and its keypad can function as a directory for dialing specific units.

Vehicle gate entry

When paired with Verkada bullet cameras, intercoms grant entry to vehicles using license plate recognition. The intercom's optimized speaker volume and noise-suppressing audio offer clear two-way communication in loud drive-up environments, while eye-level cameras provide a clear visual of drivers.

Temporary visitor access

Use video intercoms to manage temporary visitor access. Admins can specify doors, acceptable credentials, and access windows for each visitor in the "Visit Key" tab of Command, and visitors can access doors using QR codes, PIN codes, license plates, and web unlock links.

Call for aid

Emergency calling

The TD52, TD53, TS12-N-RB, and TS12-N-R2B intercoms support emergency calling and integrate with third-party blue light stations. Organizations benefit from flexible call routing (including the ability to dial 911), and remote troubleshooting to ensure call boxes are functional. The TD52 and TD53 intercoms also offer valuable visual context via a built-in security camera.

24/7 assistance

For gyms, self-storage or rental companies, and other organizations with 24/7 operations, intercoms provide virtual assistance at unmanned sites. Customers connect with help via a simple button push, and calls route easily to a remote call center for management.

Corrections

For correctional facilities, audio intercoms provide secure, two-way communication. The TS12 intercom is built to withstand impact, with an IK10 rating and a durable all-metal construction.

Intercom model comparison

	TD33	**TD53**	**TD63**	**TS12**
Dimensions	Length: 229mm / 9.0in Width: 42mm / 1.7in Height: 29mm / 1.1in	Length: 229mm / 9.0in Width: 118mm / 4.7in Height: 33mm / 1.3in	Length: 263mm / 10.4in Width: 118mm / 4.7in Height: 33mm / 1.3in	Length: 128mm / 5.0in Width: 128mm / 5.0in Height: 55mm / 2.2in (TS12-N); 61mm / 2.4in (TS12-N-RB, TS12-N-R2B)
Weight	0.6kg / 1.3lb	1.0kg / 2.2lb	1.3kg / 2.8lb	0.8kg / 1.8lb
Image Resolution	5MP (2688 x 1944)	5MP (2688 x 1944)	5MP (2688 x 1944)	
Field of View	Horizontal: 130° Vertical: 100° Diagonal: 160°	Horizontal: 130° Vertical: 100° Diagonal: 160°	Horizontal: 130° Vertical: 100° Diagonal: 160°	
Volume (SPL Max)	80 dB	90 dB	90 dB	95 dB
Inputs / Outputs	2x dry inputs 1x dry relay 1x RS-485 port	3x dry inputs 2x dry relays 1x RS-485 port	3x dry inputs 2x dry relays 1x RS-485 port	2x dry inputs 1x dry relay 1x RS-485 port
Credential Technologies	HF, LF, NFC, Bluetooth LE, QR Code	HF, LF, NFC, Bluetooth LE, QR Code	HF, LF, NFC, Bluetooth LE, QR Code	
Keypad			✓	
Rating	IK07, IP65	IK08, IP66	IK08, IP66	IK10, IP69
Onboard Storage	512GB	512GB	512GB	32GB
Maximum SQ Onboard Retention	30 Days	30 Days	30 Days	
Warranty	10 years	10 years	10 years	10 years
Tamper Detection	✓	✓	✓	✓

Ordering Information

Intercom pricing

Model Number	Description	Cost (MSRP) USD
TD33-HW	TD33 Mullion Video Intercom Reader	$1,499
TD53-HW	TD53 Video Intercom Reader	$1,799
TD63-HW	TD63 Video Intercom Keypad	$1,999
TS12-N-HW	TS12-N Square Audio Intercom	$1,099
TS12-N-RB-HW	TS12-N-RB Square Audio Intercom (Red Button)	$1,099
TS12-N-R2B-HW	TS12-N-R2B Square Audio Intercom (Red & Call Buttons)	$1,099

Intercom accessories pricing

Model Number	Description	Cost (MSRP) USD
ACC-POE-2WIRE	PoE over 2-Wire Converter	$399
ACC-INT-ANGLE-2	TD53 Angle Mount	$399
ACC-INT-ANGLE-3	TD63 Angle Mount	$399
ACC-INT-ANGLE-4	TD33 Angle Mount	$199
ACC-INT-SMB-4	TD33 Surface Mount	$249
ACC-INT-COND-2	TD53 Conduit Surface Mount	$399
ACC-INT-COND-3	TD63 Conduit Surface Mount	$399
ACC-INT-TS-COND	Square Intercom Conduit Surface Mount	$149
ACC-INT-TRIM-1	Intercom Trim Plate	$99
ACC-INT-HOOD-1	Intercom Rain Hood	$49
ACC-INT-SOS-2	TD53 Emergency Label Kit	$29
ACC-INT-PLATE-1	Intercom Emergency Adapter Plate	$199
ACC-IOX-RELAY	Verkada Security Relay	$199

Ordering Information

Intercom software license pricing

Model Number	Description	Cost (MSRP) USD
LIC-TD-1Y	Verkada 1-Year Intercom License	$349
LIC-TD-3Y	Verkada 3-Year Intercom License	$1,049
LIC-TD-5Y	Verkada 5-Year Intercom License	$1,749
LIC-TD-10Y	Verkada 10-Year Intercom License	$3,499

Desk Station software license pricing

Model Number	Description	Cost (MSRP) USD
LIC-TX-1Y	Verkada 1-Year Desk Station License	$249
LIC-TX-3Y	Verkada 3-Year Desk Station License	$749
LIC-TX-5Y	Verkada 5-Year Desk Station License	$1,249
LIC-TX-10Y	Verkada 10-Year Desk Station License	$2,499

Desk Station accessories pricing

Model Number	Description	Cost (MSRP) USD
ACCX-TBL-STD-1	Stouchi Tablet Stand	$39
ACCX-TBL-3	Apple 11-inch iPad, 128GB	$349

Intercom additional resources

DATASHEET
TD33

TD33 Intercom

DATASHEET
TD53

TD53 Intercom

DATASHEET
TD63

TD63 Intercom

DATASHEET
TS12

TS12 Square Audio Intercom

OVERVIEW
Receivers & Call Routing

Intercom Receivers Overview

OVERVIEW
Accessories

Intercom Accessories Overview

OVERVIEW
Traditional vs Verkada Intercom Systems

Traditional vs Verkada Intercom Systems Overview