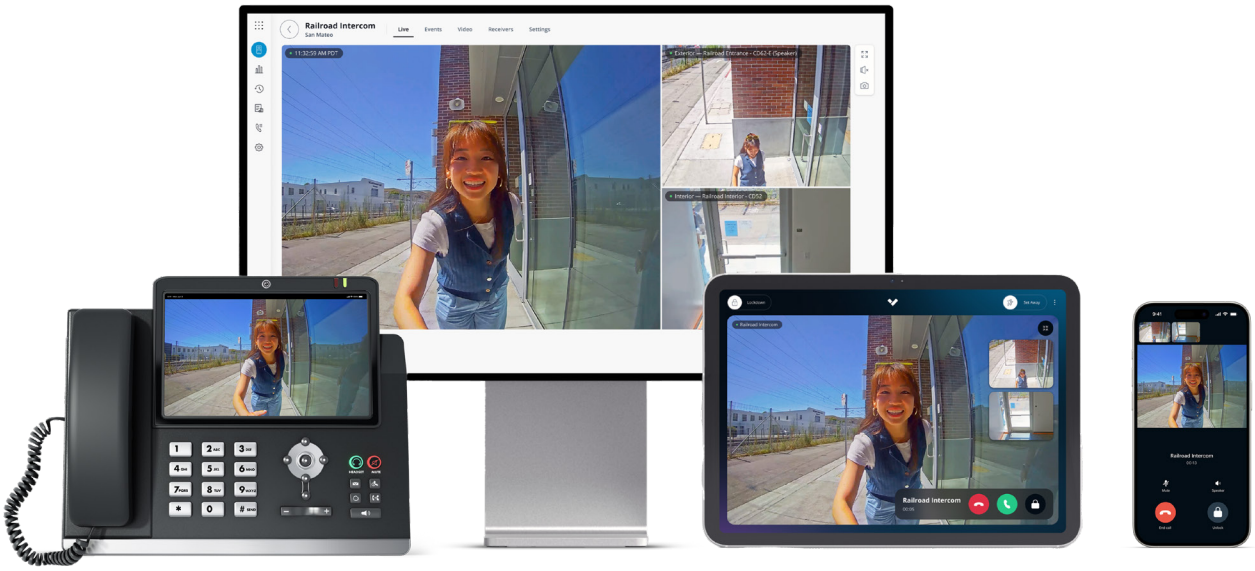
Receivers Overview

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. To assist receivers in loud environments or with hearing impairments, live captions of calls are available on the Desk Station and Pass app, with the added capability to auto-detect and transcribe different languages.

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

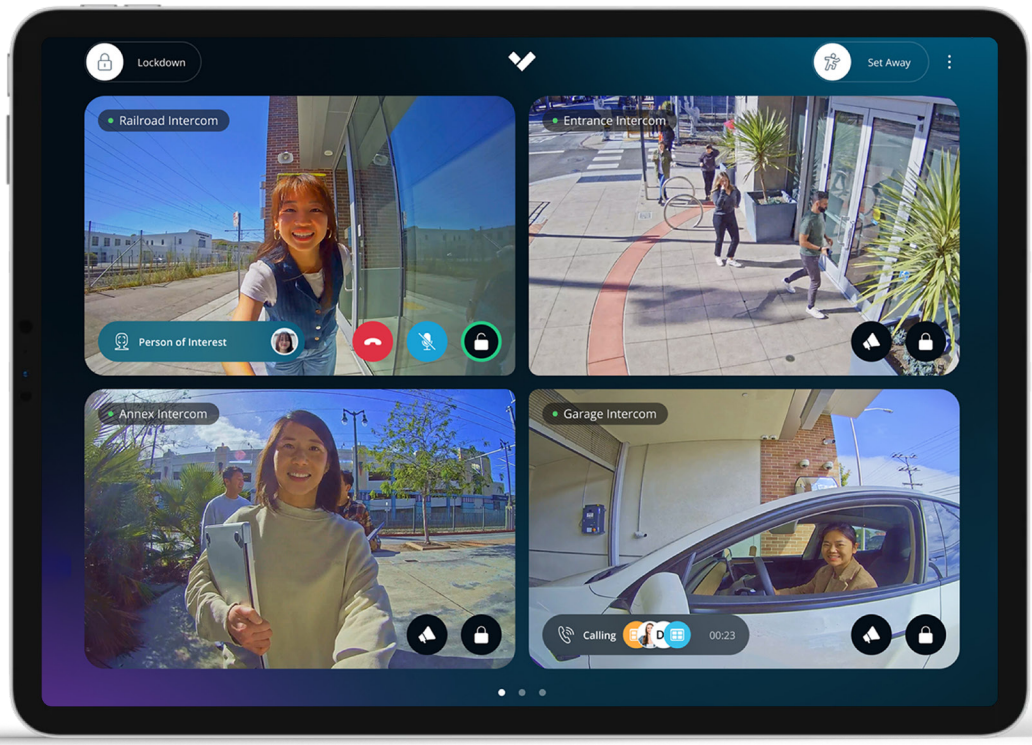
A mobile app for designated users to receive call alerts and respond on the go with one-tap controls, even if they are away from an entryway or computer.

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.

Receiver Type 1

Easily Monitor Doors and Receive Calls with Verkada Desk Station



Overview

Verkada Desk Station is an iPad-based application that allows receptionists, guards, and other stationed professionals to monitor live feeds, including video streams outside of calls, and easily respond to calls with one tap. Organizations can pair an unlimited number of intercoms to their tablet and feature up to four intercoms or neighboring cameras at once. Receivers can also step away from their station with a "Here/Away" button that will program calls to automatically skip the Desk Station when toggled and ring whoever is next in the call flow.

In action

Set up receiver

- Download Desk Station App on an iPad and add serial number to Verkada Command to configure.
- Use drag-and-drop workflows to set up default views

Receive calls

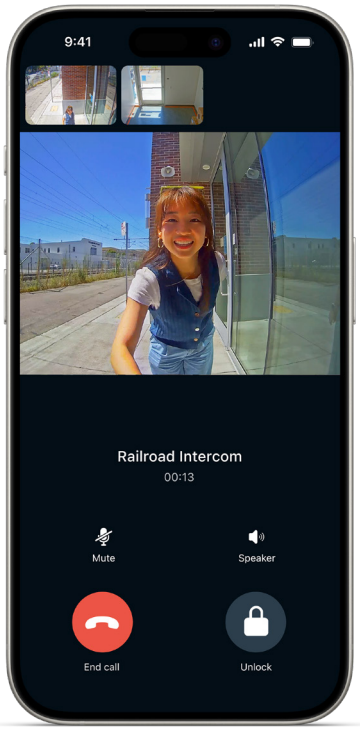
- Incoming calls will display in full-screen video
- View context cameras and person of interest matches during calls to better inform entry decisions
- Gain visibility into how incoming calls are being routed and whether other receivers have answered them with real-time call status

Act and respond

- Use one tap controls to:
  - » Talk down to people near entryways, even before a call is initiated
  - » Unlock doors or gates
  - » Initiate a lockdown

Receiver Type 2

Take Calls on the Go with Verkada Pass app



Overview

Powered by Bluetooth Low Energy (BLE), Verkada Pass is a mobile app that allows designated users to receive intercom calls and respond on the go, even if they are away from an entryway or computer. Designated users can access the app on both iOS and Android devices and easily use one-tap controls to admit visitors. Outside of call receiving, employees in proximity of the intercom's built-in card reader can also use the app to unlock doors and enter buildings.

In action

Set up receiver

- Add new users in Command by entering their name, email address, and phone number
- New users will receive an invite to use Pass App
- Grant user access to specific intercoms via call flows & specify "Mobile: Pass App" as their receiver type

Receive calls

- Receive a push notification for incoming intercom calls
- View intercom camera in full-frame for a clear picture of caller
- View context cameras during calls to better inform entry decisions

Act and respond

- Use one tap controls to:
  - » Talk down to people near entryways, even before a call is initiated
  - » Unlock doors or gates
  - » Initiate a lockdown

Receiver Type 3

Answer Calls from Any Browser with Verkada Command

Overview

Verkada Command offers a web browser-based interface for designated users to monitor live feeds, receive calls, and respond with one-tap controls from virtually anywhere, any device. Receivers can also field numerous concurrent calls in Command: they can easily view all incoming calls, see how long the caller has been waiting, and know if anyone else has responded to the call. With this information, receivers can prioritize which calls to answer and which calls to place on hold.

In action

Set up receiver

- Add new users in Command by entering their name, email address, and phone number
- Grant user access to specific intercoms via call flows & specify "Web Browser (Command)" as their receiver type

Receive calls

- Get notifications for incoming intercom calls, regardless of where receivers are in Command
- View intercom camera in full-frame for a clear picture of caller
- View context cameras and person of interest matches during calls to better inform entry decisions

Act and respond

- Use one tap controls to:
  - » Talk down to people near entryways, even before a call is initiated
  - » Unlock doors or gates
  - » Initiate a lockdown
- Triage concurrent intercom calls

Receiver Type 4

Integrate Verkada Intercom with Existing SIP/VoIP Systems

Overview

Organizations can preserve existing infrastructure and workflows by integrating Verkada intercoms with their SIP/VoIP systems. When a call button is pressed, the intercom can route calls directly to IP desk clients. If video is supported, call receivers can view the intercom camera feed in real time as they answer. Through the SIP system, each intercom can be assigned a unique caller ID, receive callbacks from SIP phones, and support offline calling within local networks. Verkada intercoms are compatible with a wide range of VoIP systems, including Microsoft Teams, Cisco Unified Communications Manager, RingCentral, and FreePBX.

In action

Set up receiver

- Add intercoms to corporate VoIP systems individually or via bulk SIP configuration
- Add intercoms to Microsoft Teams with CyberGate SIP gateway in Azure Marketplace

Receive calls

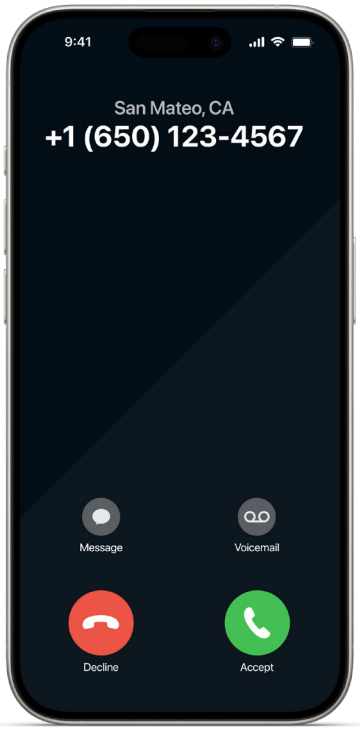
- View intercom camera feed from Microsoft Teams and other video-enabled SIP clients or devices

Act and respond

- Optionally press * or # on dialpad to connect to call and avoid false pickups from voicemail
- Press any 0-9 digit to unlock doors
- Answer calls within the Microsoft Teams interface using native controls

Receiver Type 5

Answer Verkada Intercom Calls via PSTN Calling



Overview

Organizations can preserve existing infrastructure and workflows by routing intercom calls to any standard phone number via PSTN. This allows the intercom to dial landlines, international numbers, and extension numbers. Then, calls can be answered using a dialpad. By default, call receivers will see a standard California-based number as the caller ID, but organizations can assign a unique, local phone number to each intercom. Using a unique phone number also allows organizations to dial the intercom directly to speak to individuals outside, without an intercom call having to be placed.

In action

Set up receiver

- Add receiving phone number directly to intercom call flow

Receive calls

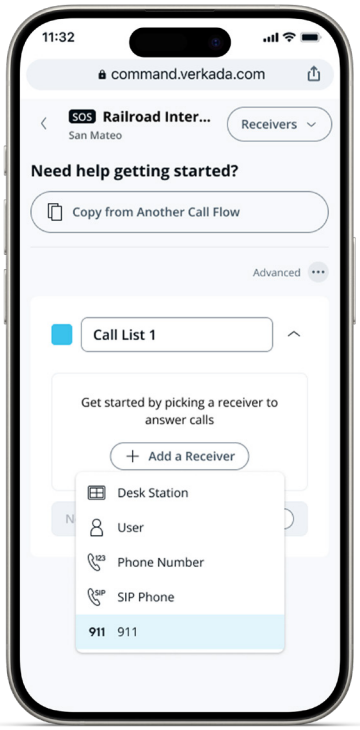
- Receive a phone call from a unique or standard phone number associated with the intercom

Act and respond

- Optionally press * or # on dialpad to connect to call and avoid false pickups from voicemail
- Press 0-9 digits to unlock doors
- Dial unique intercom phone number to speak to individuals outside

Receiver Type 6

Respond to Emergencies Effectively with E911 Call Routing



Disclaimer

Verkada makes no representations or warranties regarding accessibility of emergency communication services or tools, and is not liable for accessibility compliance or functionality issues arising from customer's feature configurations. In addition, Verkada makes no representations or warranties that the feature will be error free, and Verkada disclaims all liability for any harm or damages which may result from the feature's failure to function properly.

Overview

TD52, TD53, TS12-N-RB, and TS12-N-R2B intercoms support both entry management and emergency calling. In the emergency scenario, calls can be routed directly to local 911 providers, as long as each intercom is assigned a unique, local phone number. Verkada supports E911 calling for USA, which automatically transmits the intercom's phone number and address to emergency services, eliminating the need for callers to provide this information themselves. Whether it's a visitor in a parking lot or a student on a college campus that's feeling unsafe, organizations can offer swift access to help when it matters most.

In action

Set up receiver

- Configure the TD52, TD53, TS12-N-RB, or TS12-N-R2B as emergency intercom in Settings
- Purchase license to associate unique phone number to intercom
- Enable UPN in Settings and populate address for unique, local phone number to be assigned
- Toggle "Enable 911 Receiver'" setting
- Add 911 to intercom call flow

Receive calls

- Local 911 providers will receive call with intercom phone number and location
- Organizations can place a test call to 933 to check proper routing

Act and respond

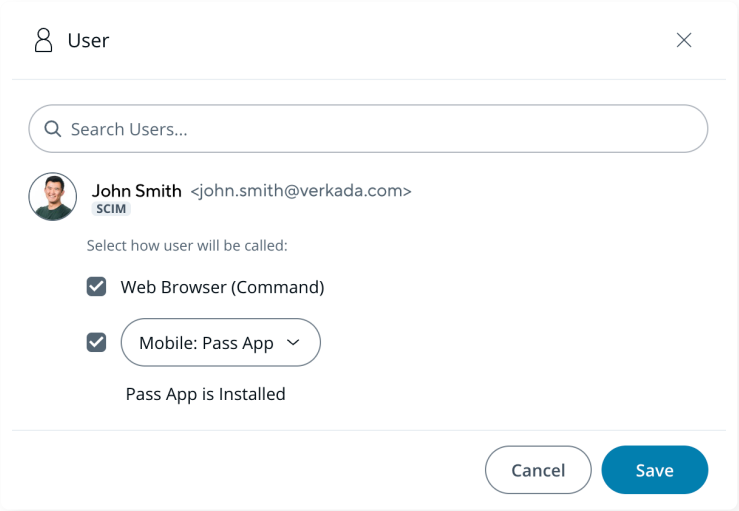
- Organizations can see call status and confirm it has reached 911 through live views on Desk Station and Command
- Records of calls will be captured in Events, Reports, and Dashboard

Call receiving

Boost Response Rates with Cloud-Based Call Routing

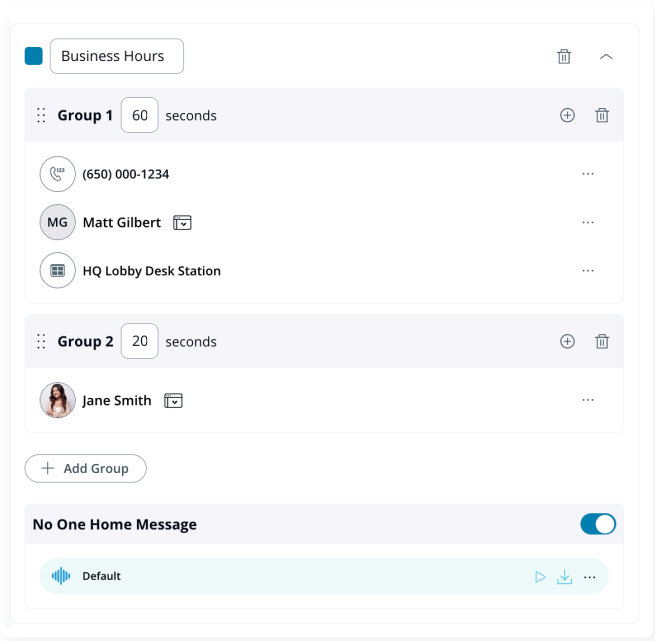
1. Granularly define receivers

Determine which users can respond to intercom calls and how they can be reached by specifying receiver types.



2. Design multi-step call lists

- Route calls to multiple receivers simultaneously with calling groups.
- Add failover steps with additional groups to ensure calls are answered.
- Pre-record and play automated messages in the event that no one is available, the building is on lockdown, or the intercom is offline.

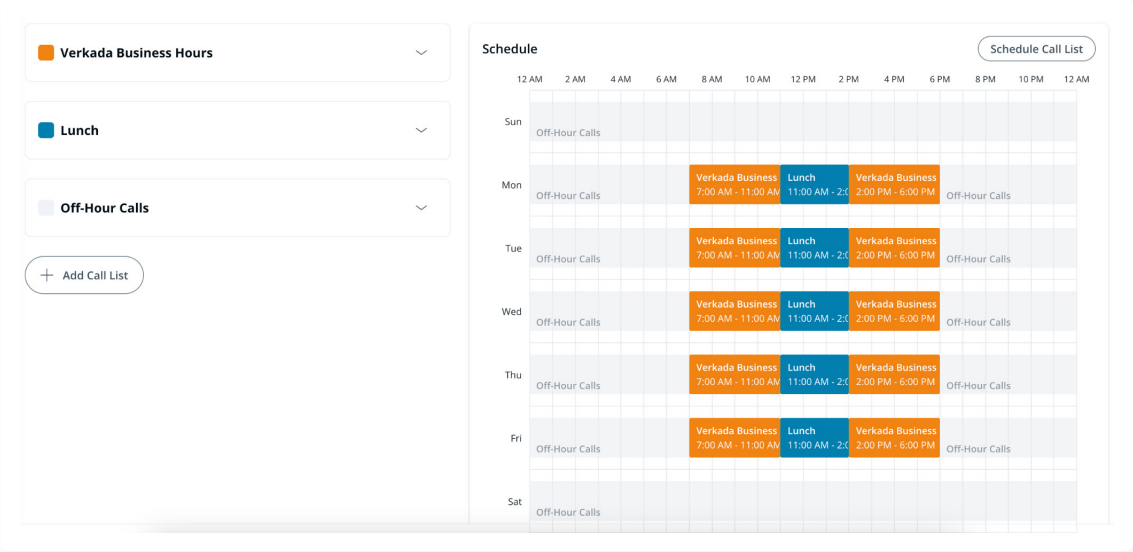


Call receiving

Boost Response Rates with Cloud-Based Call Routing

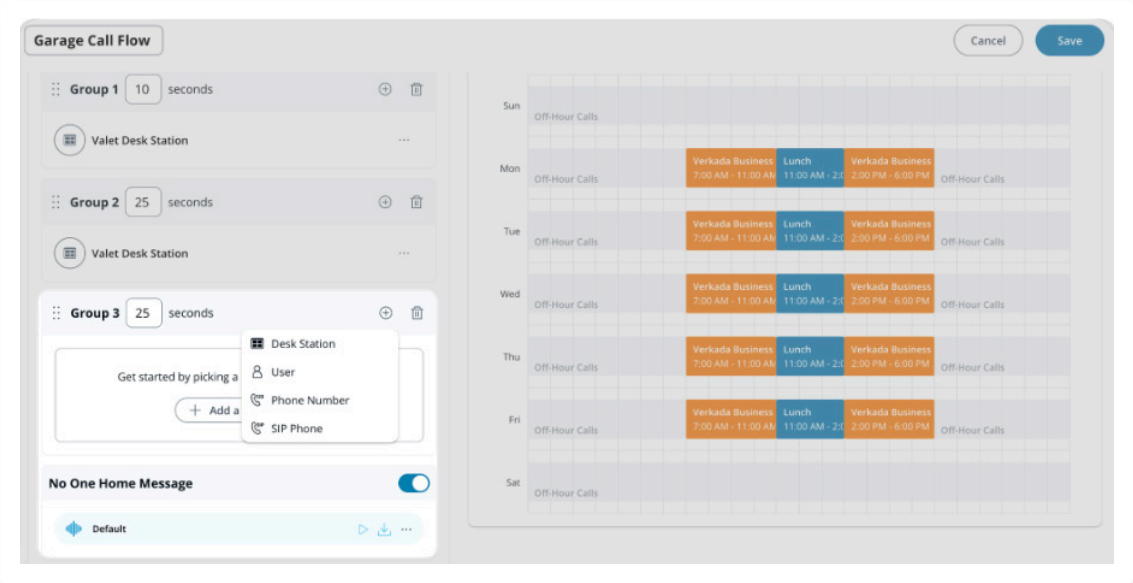
3. Create call flows

Map multiple call lists to different times of day and days of week to match availability and hours of operation.



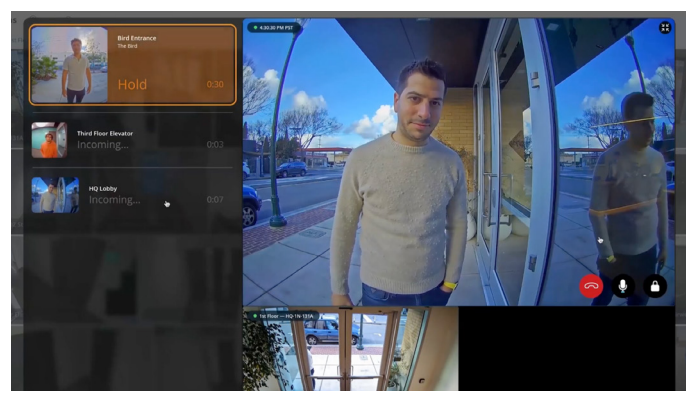
4. Manage with ease:

Provision different levels of access for users with view-only vs edit permissions. Users with edit permissions can easily add receivers, modify call lists, update automated messages, and more at anytime in Command.



Call receiving

Built for Enterprise Scale



Centrally receive concurrent calls

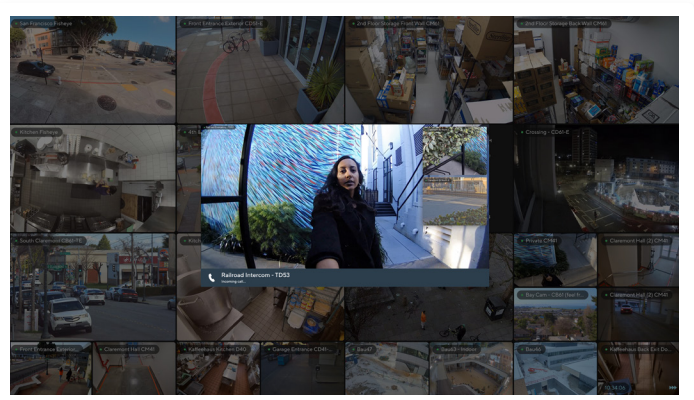
Simplify operations for SOC teams or central dispatch stations at hospitals, universities, large enterprises, and more:

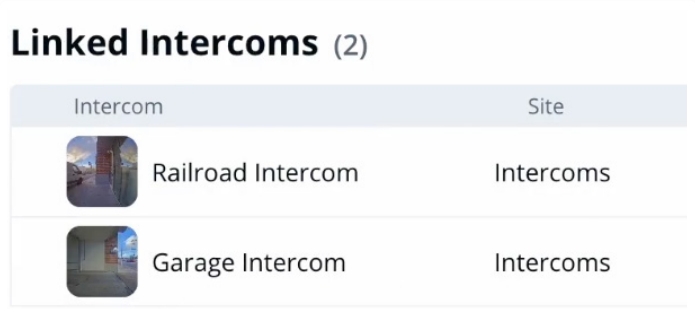
- View all incoming intercom calls in one place in Command
- Determine which calls to answer or place on hold based on wait times and if anyone else has answered

Integrated visual context with Viewing Station

SOC teams using monitor displays and traditional phone lines or SIP clients as receivers can access visual context during intercom calls without having to search for relevant cameras.

- Incoming intercom calls are routed to landlines or SIP receivers
- In parallel, video feeds from intercoms and context cameras are displayed in full-screen on the VX52 Viewing Station
- Operators have flexibility to switch between camera feeds and views during intercom calls





Apply call flows at scale

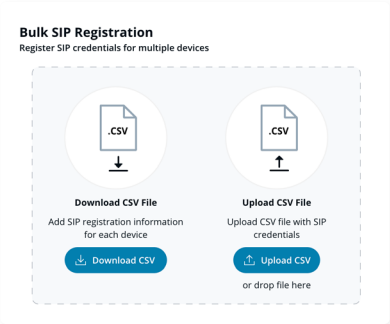
Standardize call receiving across sites and intercoms:

- Create and manage all call flows from a central page in Command
- Apply a call flow to multiple intercoms with a few clicks
- Connect a new intercom to an existing call flow right in the Receivers page

Simplify SIP configurations

Minimize errors and save time by scalably provisioning intercoms:

- Add multiple intercoms to existing VoIP systems with a single CSV upload to Command



Ordering Information

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

Ordering Information

Intercom Cloud License (New/Capacity Increase)

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

Intercom Cloud License (Renewal)

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

Ordering Information

Desk Station Cloud License (New/Capacity Increase) [1]

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

Desk Station Cloud License (Renewal) [1]

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

1. The Desk Station app can be installed on any iPad running iOS 15 or later.