



New Alarms FAQ

1. What is Verkada Alarms?

Verkada Alarms is a modern, cloud-based alarm system that helps organizations detect, verify, and respond to intruders. The system can detect intruders using sensors, cameras, or both. 24/7 professional monitoring is included in all countries where Verkada Alarms is available.

2. What is new Alarms and classic Alarms?

Verkada Alarms was redesigned in 2024 for greater ease of install, reliability, and user experience. [The new Verkada Alarms](#) consists of new hardware and software, which operate independently from the classic version of Alarms.

The fundamental difference between new Alarms and classic Alarms is the system architecture. Classic Alarms has a “multi-hub” architecture where each device talks independently to the cloud. New Alarms has “single brain” architecture that centralizes cloud communication solely from the alarm panel. This requires that all devices communicate locally with the alarm panel, through reliable low-voltage wiring. This reduces the risk of individual devices falling offline, thus increasing overall system uptime, and also allows for offline arm/disarm functionality. Best of all, the single-brain architecture makes it easier to **reuse the existing sensors and wiring at any site**—eliminating the need for a full rip-and-replace.

We’ve also redesigned the software to better solve common pain points of traditional alarm systems – sites being left disarmed, a lack of information when responding to an alarm, costly false alarms, and limited outdoor coverage.

3. What are the key benefits of new Alarms?

The new software offers a superior experience in the following areas compared to traditional alarm systems.

- **Arming/disarming.** Ensure sites aren’t left disarmed with remote arming via Command and automated arm/disarm schedules. Independently arm different areas within a site using software-defined partitions.
- **Alarm response.** Get maximum information and control when an alarm goes off, from the SMS notification to the live incident report. Response flow configuration is also streamlined with three customizable presets based on the needs of each site.
- **Video Alarms.** Using Verkada cameras as alarm triggers, organizations can screen out many false alarms with AI person detection coupled with agent verification. Coverage can also be extended to outdoor areas.
- **IT-friendly.** Rather than calling the alarm company and incurring service fees to change anything, admins can manage key codes, arm/disarm schedules, and response flows via an easy-to-use web or mobile app.

The new hardware makes it easy for organizations to replace their traditional alarm system while reusing existing sensors and wiring, allowing for a cost-effective transition.

- The [BP52 Panel](#) can easily replace any traditional panel and takeover the wired sensors and devices at the site
- The [BE32 Expander](#) consolidates multiple wired sensors into a single cable run to the panel, allowing for easy takeover of existing installs where expanders are already in use at a distance from the panel
- The BE32 Expander and [BK22 Keypad](#) both connect to the panel via RS485 wiring, allowing organizations to reuse any existing 4-wire cabling

To ensure high availability, attach the [cellular backup communicator](#) and [VBX batteries](#) to the BP52 panel, which operates locally with expanders and keypads – meaning that organizations only need one cellular backup communicator for the entire site.

For more details, please refer to the [New Alarms Overview](#)



4. Are wireless sensors supported in new Alarms?

Yes. The BP52 panel, BE32 expander, and BK22 keypad have a built-in wireless hub for Verkada wireless sensors.¹ In addition, organizations can use the [WH52 Wireless Hub](#) and [WH32 Wireless Repeater](#) to easily extend coverage throughout sites of any size.

5. What hardware is required for new Alarms?

To trigger alarms using sensors, the BP52 alarm panel is required, as it is the central brain of the system. Maximum one BP52 is allowed per site. If only cameras are used to trigger alarms, the BP52 is not required. See the full list of [supported cameras](#).

6. Which licenses are required for new Alarms?

One LIC-BX-MB or LIC-BX-MA license is required per alarm site

- **LIC-BX-MB** (Basic Alarms) includes professional monitoring without video verification or context for unlimited sensors per site
 - **LIC-BX-MA** (Advanced Video Alarms) includes professional monitoring with video verification for unlimited sensors and up to 15 alarm-triggering cameras per site. Organizations can stack LIC-BX-MA licenses to increase the number of alarm-triggering cameras allowed per site.
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7. Is the new Alarms hardware compatible with classic Alarms hardware?

Because of different system architectures, new Alarms hardware is not compatible with classic Alarms hardware. Only intrusion sensors and the BZ11 horn are compatible with both new and classic Alarms. You can refer to the full [SKU compatibility list here](#).

8. Will Verkada continue to support classic Alarms?

Yes, Verkada will continue to support classic Alarms. This includes professional monitoring, 24/7 tech support, RMAs, bug fixes, and software/firmware updates to ensure reliability and security.

Classic Alarms customers may still renew their licenses and Verkada will continue to support the products. Verkada will also provide a migration path to new Alarms and recommend switching over for the best experience.

9. Can I still purchase classic Alarms?

- **United States**

The classic Alarms SKUs listed here have reached end-of-sale on February 7th, 2025. After February 7th, only **renewals** of classic Alarms licenses are allowed. Verkada will continue to provide support for classic Alarms products.

- **Rest of World**

All classic Alarms SKUs will continue to be available for purchase outside of the US, based on inventory availability.

10. What if I need to add devices to a classic Alarms site post end-of-sale?

If the devices needed are end-of-sale, Verkada will work with the end customer and partner to transition the whole site to new Alarms. If any new Alarms hardware is necessary for the transition, Verkada will provide it free of charge.

¹. BR34 Glass Break Sensor is not supported in new Alarms



11. What if I need to RMA classic Alarms hardware post end-of-sale?

Verkada will honor the warranty for classic Alarms hardware and retain limited manufacturing capacity for RMA of most classic Alarms SKUs. In the event a SKU is not available, we will replace it with the equivalent new Alarms SKU, and if needed, provide additional hardware for free to upgrade the whole site to new Alarms.

12. As an organization with classic Alarms, can I switch over to new Alarms?

Verkada will offer classic Alarms customers the option to migrate to new Alarms and support them throughout the transition. When customers migrate, their existing classic Alarms licenses will be ported to the equivalent licenses in new Alarms (e.g. LIC-BA becomes LIC-BX-MA). If any new hardware is required for migration, Verkada will provide it free of charge. To learn more, reach out to alarms-upgrade@verkada.com.

13. Can I mix new Alarms and classic Alarms in the same Command organization?

Yes, in this case the Command organization will have two product tiles:

- **New Alarms**, where they can manage sites that are using new Alarms
- **Classic Alarms**, where they can manage sites that are using classic Alarms

