

Verkada Alarms Upgrade Program

Overview

The Verkada Alarms Upgrade Program enables organizations using classic Alarms to upgrade 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 or Canada with an active classic Alarms license or hardware is eligible for the program.

To get started, reach out to alarms-upgrade@verkada.com

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 motion activity and smart deterrence workflows that drive away trespassers autonomously and only notify users if needed.

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 and offset install costs. See full details in Appendix [Tables C and D](#).

Verkada will also provide specialized technical support to help ensure successful deployment and onboarding.

Get Started

To get started, simply email alarms-upgrade@verkada.com. 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 Tables A-C
- If needed, Verkada will estimate the install costs based on Table D and cover up to that amount

2. Receive license conversions and new hardware

- New hardware will be shipped to desired location within US/Canada 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. Why is the upgrade program only available in the US and Canada?

New Alarms is only available in the US and Canada today.

6. 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. The following notable classic Alarms features aren't available on new Alarms today but are being added:

- Duress codes
- Silent alarms
- Keypad app
- Aggregated reports for arm/disarm and alarm events

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

7. 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 camera trigger adjustments, employing new features like smart schedules and pre-alarm warnings, as well as free keypads or intercoms for flexible arming/disarming.

8. 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
<ul style="list-style-type: none"> LIC-BB Basic Alarms License LIC-BA Standard Alarms License LIC-CEL Cellular Backup License 	<p>If no cameras used:</p> <ul style="list-style-type: none"> LIC-BX-MB Basic Alarms <p>If cameras used:</p> <ul style="list-style-type: none"> LIC-BX-MA Advanced Video Alarms License LIC-BX-MA Advanced Video Alarms 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.

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 CB51-E, CB51-TE, CB61-E, CB61-TE, CB52-E, CB52-TE, CB62-E, CB62-TE CM41, CM41-E, CM41-S, CM61, CM22, CM42, CM42-S CH52-E, CY53-E 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 (and BE32 Expanders if needed)
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	WH52 Wireless Hub
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 will be provided for free: Option 1: BR32 Wireless Motion Sensor Option 2: 3P wired glass break sensor Option 3: 3P wired glass break sensor + BR31 in UTM
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 actual installations and already include a 30-50% buffer.

	Category	Item	Estimated Time	Hourly Rate	Note
1	Panel	Install new BP52 or BP32 panel (no wired sensors)	30 min	\$100	Not including Cat 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	Panel	Replace BP41 with BE32(s)	15 min + 25 min/expander + 7 min/sensor	\$100	Does not include RS485 run
3	Wireless Hub	Replace BH61 with WH52	20 min	\$100	Can reuse the mount and PoE from the old hub. WH52 must be on the same VLAN/Subnet as BP52/BP32 alarm panel
4	Keypad	Replace BK11 / BK21 with BK22	10 min	\$100	Can reuse the mount and PoE from the old keypad. 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 PoE from the old keypad. BK22 must be on the same VLAN/Subnet as BP52/BP32 alarm panel
6a	Wireless Glassbreak	Replace BR34 with BR32	20 min	\$100	
6b	Wireless Glassbreak	Replace BR34 with wired glass break + BR31 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	Wireless Alarms Devices Verkada Help Center
11	Configuration	Reconfigure camera trigger	2 min/camera	\$100	Configure Camera Alarm Trigger Events for New Alarms Verkada Help Center
12	Configuration	Reconfigure AC trigger	2 min/door	\$100	Configure Doors as Alarm Triggers Verkada Help Center
13	Configuration	Reconfigure site settings (keycodes, response flows, etc)	30 min/site	\$100	Configure New Alarm Site Settings Verkada Help Center
14	System Testing	Test Alarm System	75 min/site	\$100	
15	System Testing	Wireless Door Contact Tuneup	15 min/sensor	\$100	Change battery and fix door contact position