

## 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 communication 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, as well as 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.

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; a specific 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.

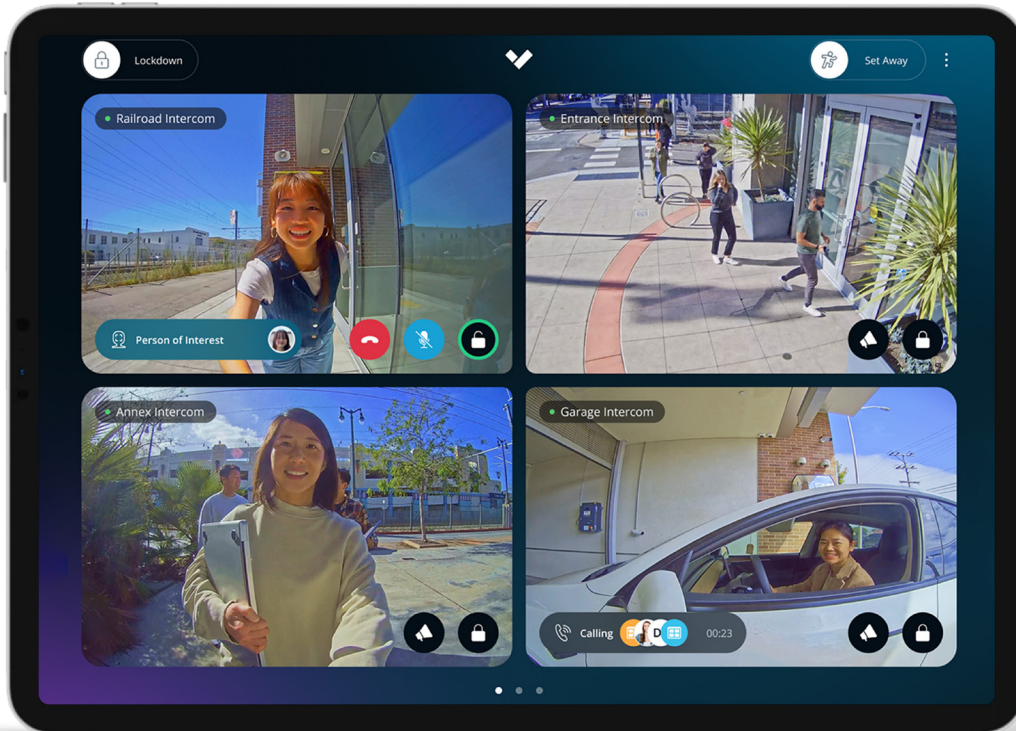
### Existing communication systems

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, and easily respond to calls with one tap. Organizations can pair an unlimited number of intercoms to their tablet and view 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 Communication Systems



## Overview

Verkada intercoms integrate with traditional phone systems, allowing organizations to leverage their existing infrastructure and workflows. Through PSTN calling, the intercom can dial any telephone number, including landlines, international numbers, and telephone extension numbers. Additionally, with third party SIP integration, organizations can use any corporate VoIP phone system as well. Supported VoIP systems include Microsoft Teams Phone, where calls can be routed to specific Teams users or devices via a Verkada integration with CyberTwice. With Dual Tone Multi-Frequency (DTMF) support, all calls can be answered with a dialpad.

## In action

### Set up receiver

- Add intercoms to PSTN or corporate VoIP systems individually or via bulk SIP configuration
- Add intercoms to Microsoft Teams with CyberGate SIP gateway in Azure Marketplace
- Consult “Settings” in Command for more details on intercom phone number and how to answer calls

### Receive calls

- Receive a phone call from a standard phone number
- 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
- Answer calls within the Microsoft Teams interface using native controls
- Press 0-9 digits to unlock doors

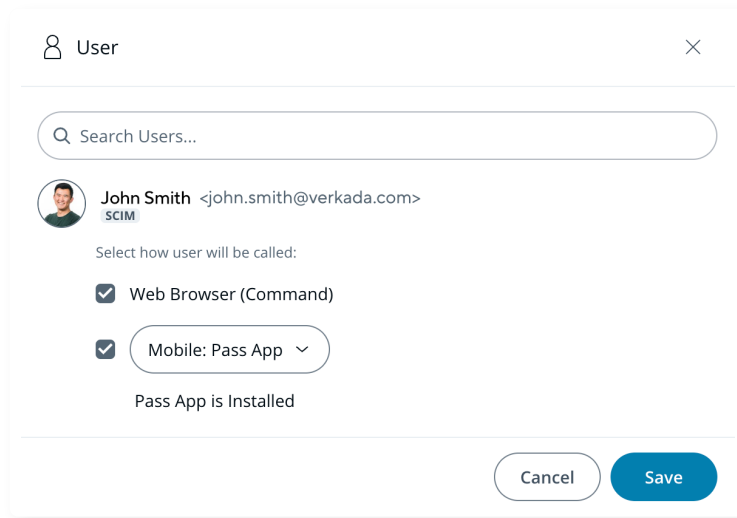


## Call receiving

# Boost Response Rates with Cloud-Based Call Routing

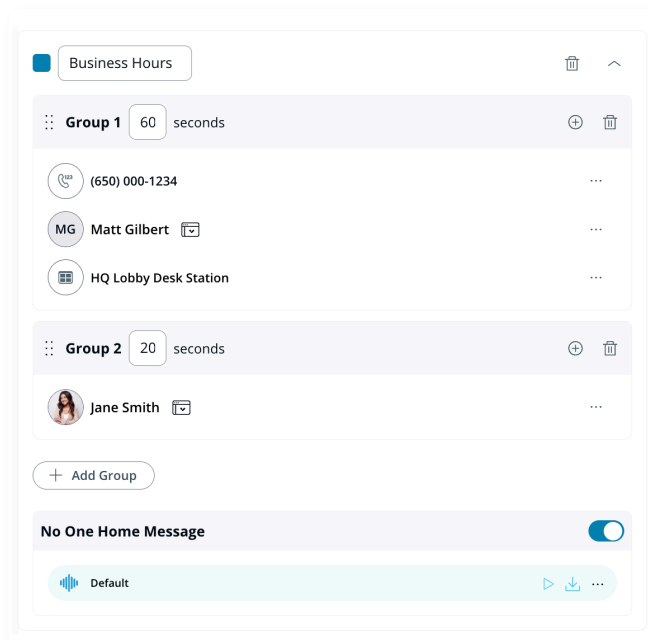
### 1. Granularly define receivers

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.



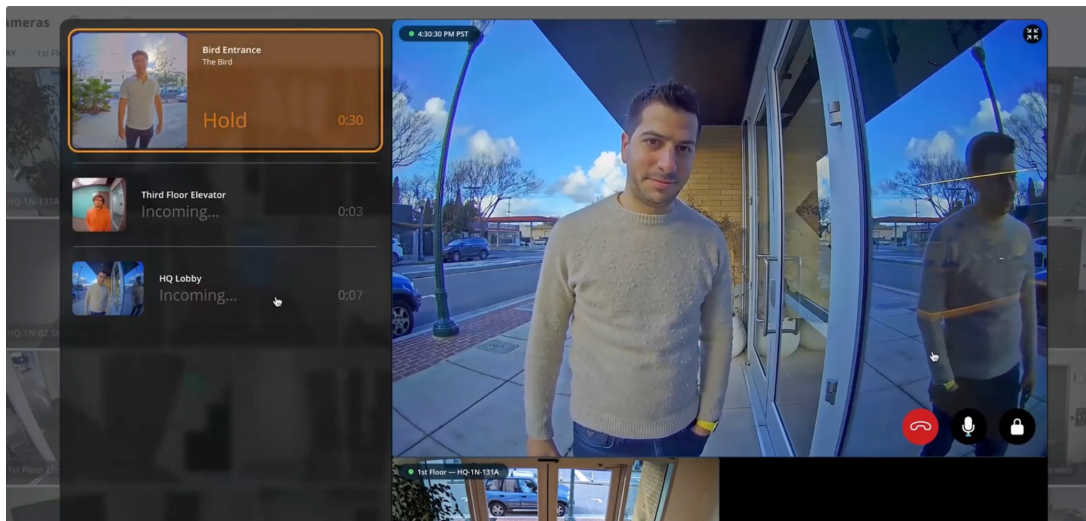
## Call receiving

# 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



### 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

### Linked Intercoms (2)

Intercom	Site
Railroad Intercom	Intercoms
Garage Intercom	Intercoms

### 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

### Bulk SIP Registration

Register SIP credentials for multiple devices

**Download CSV File**  
Add SIP registration information for each device

[Download CSV](#)

**Upload CSV File**  
Upload CSV file with SIP credentials

[Upload CSV](#)  
or drop file here





## Ordering Information

### Desk Station software license pricing

Model Number	Description	Cost (MSRP) USD
LIC-TX-1Y	1-Year Intercom License	\$249
LIC-TX-3Y	3-Year Intercom License	\$599
LIC-TX-5Y	5-Year Intercom License	\$999
LIC-TX-10Y	10-Year Intercom License	\$1,999

### Desk Station accessories pricing

ACCX-TBL-STD-1	Stouchi Tablet Stand	\$39
ACCX-TBL-1	Apple iPad, 10.2 inch Wi-Fi 64GB	\$329

### Intercom software license pricing

LIC-TD-1Y	1-Year Intercom License	\$249
LIC-TD-3Y	3-Year Intercom License	\$599
LIC-TD-5Y	5-Year Intercom License	\$999
LIC-TD-10Y	10-Year Intercom License	\$1,999