

OpenEye Buyer's Guide and Licensing Cheat Sheet

For businesses and commercial properties only. BTI Communications Group is an authorized OpenEye reseller that designs, installs and supports OpenEye for commercial clients in Los Angeles, Chicago and Phoenix. We do not serve homes. Over 40 years in business.

1. What an OpenEye system includes

Layer	What it does	Options
Cameras	Capture video, some with on-board AI and storage	Dome, turret, bullet, fisheye, PTZ, multisensor and all-in-one cloud cameras
Recorders	Record on site and connect to the cloud	Cloud-managed appliances (OE-MC, OE-MD) and servers (MT, MM, MK, MH families)
OpenEye Web Services (OWS)	Cloud management, viewing, search, alerts, sharing	Standard, Plus or AI Pro subscription, licensed per channel

2. Questions to answer before you buy

- How many locations, and how many cameras per location?
- How many days of video must you keep?
- Do you have existing IP cameras worth keeping? (OpenEye retrofit appliances can help.)
- Do you need POS integration, AI search, license plate recognition or remote video monitoring?
- Who needs access, and through which tools: browser, Command Station, mobile app?
- Outdoor conditions: Chicago cold or Phoenix heat? Check each camera's rated operating temperature.

3. Warranty (from OpenEye)

Five years on recorders and fixed cameras sold on or after October 1, 2025; two years on PTZ cameras and most other products; one-year advance replacement program with a security deposit. Products bought through unauthorized channels are not covered. Source: openeye.net/warranty/

Licensing cheat sheet: OWS tiers

Feature	Standard	Plus	AI Pro
Cloud management	Standard	Advanced	Advanced
Health monitoring, intelligent search, cloud export	Yes	Yes	Yes
AI Visual Search	No	No	Yes
POS Connect (per terminal)	No	Yes	Yes
Cloud event recording, virtual arm and disarm, cloud maps	No	Yes	Yes
Third-party identity management	No	Yes	Yes
Max channels per server	128	128	128
Clip storage per recorder / cloud camera	4 GB / 0.5 GB	6 GB / 1 GB	6 GB / 1 GB
POS transaction history	6 months	1 year	1 year
Alert history	1 year	1 year	1 year

Billing facts

- Licensed per recording channel, billed monthly or annually.
- One tier per account: every channel on the account uses the same tier.
- Installation grace period (current OpenEye policy): rest of the purchase month plus the following month before the first renewal.
- If a subscription lapses, the recorder keeps recording but video is not accessible through OWS until renewal. Offline recorders keep full function for 30 days.
- Multisensor license counts vary by tier and device; BTI calculates them in your quote.
- Add-ons: Location LPR, AI Visual Check (4,000 credits per month), extra clip storage, priority event storage, Operational Analytics, POS integrations.

Pricing

OpenEye does not publish prices. Pricing is scoped to each client's needs, so request a quote and BTI will price hardware, licenses and installation in one written proposal.

Talk to BTI

Book a free consultation: www.btigroup.com/freeconsultation/

Ask About 3.99% Financing (for qualified buyers, subject to credit approval)

Los Angeles 562-298-5070 | Chicago 630-343-1322 | Phoenix 480-291-8374

Sources: openeye.net/ows/licensing/, OpenEye OWS Licensing FAQs (answers.openeye.net), openeye.net/warranty/, checked Oct 25, 2026. OpenEye may change tiers and policies; BTI confirms current terms in every quote. OpenEye is a trademark of its owner.