KeyServ
Get Started
User's Guide

Version 2.0.0.5791

MaestroVision

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1. Introduction

MaestroVision's KeyServ application is a professional multi-camera video recording software for capturing multiple audio and video sources simultaneously. Its easy-to-use interface allows any operator to make high-quality recordings without the need for technical knowledge. Its advanced features, such as entering metadata, entering notes while recording, exporting to DVD or USB media, and integration with the VEOTEK media library, make it a must-have software for law enforcement agencies, educational institutions, and various government organizations. Our product has proven itself for recording police interrogations, university lectures, and city council meetings.

2. Application Files

The KeyServ software installer takes care of the entire installation process. Once the installation is complete, most of the application's files will be in the correct location and no further configuration will be required unless the system requires it.

3. Start-up Screen

The start-up screen is the first window displayed when the application is launched.

Figure 1 – Start-up Screen

4.KeyServ User Interface

KeyServ has a user-friendly interface that makes it easy to start recording and previewing on the MaestroVision player.

The KeyServ user interface makes the application easy and intuitive to use. It contains only the components needed to start a recording as soon as the application is opened. Metadata fields only take a few seconds to fill out and contain important information about the recording that will be useful to you in the future.

Figure 2 – KeyServ Interface

1. **Metadate Fields:** Allow you to enter registration-specific information.
2. **Start Date, Start Time, and Duration Fields:** Displays the date, time, and duration of the recording.
3. **Sound Level:** Displays the audio level in dBFS perceived by the camera.
4. **Preview:** Displays the images captured by the cameras.
5. **Predefined Notes:** Commonly used annotations that can be inserted quickly while recording.

6. **Recording Notes:** Allows the user to enter time-stamped notes while recording.

7. **Recording Controls:** Buttons to start and stop recording.

8. **Library Connection Display:** Confirms that the recording station is connected to the library.

9. **Free Space:** Displays the amount of free storage space on the local hard drive.

10. **Record List Button:** This button displays a list of previously made recordings.

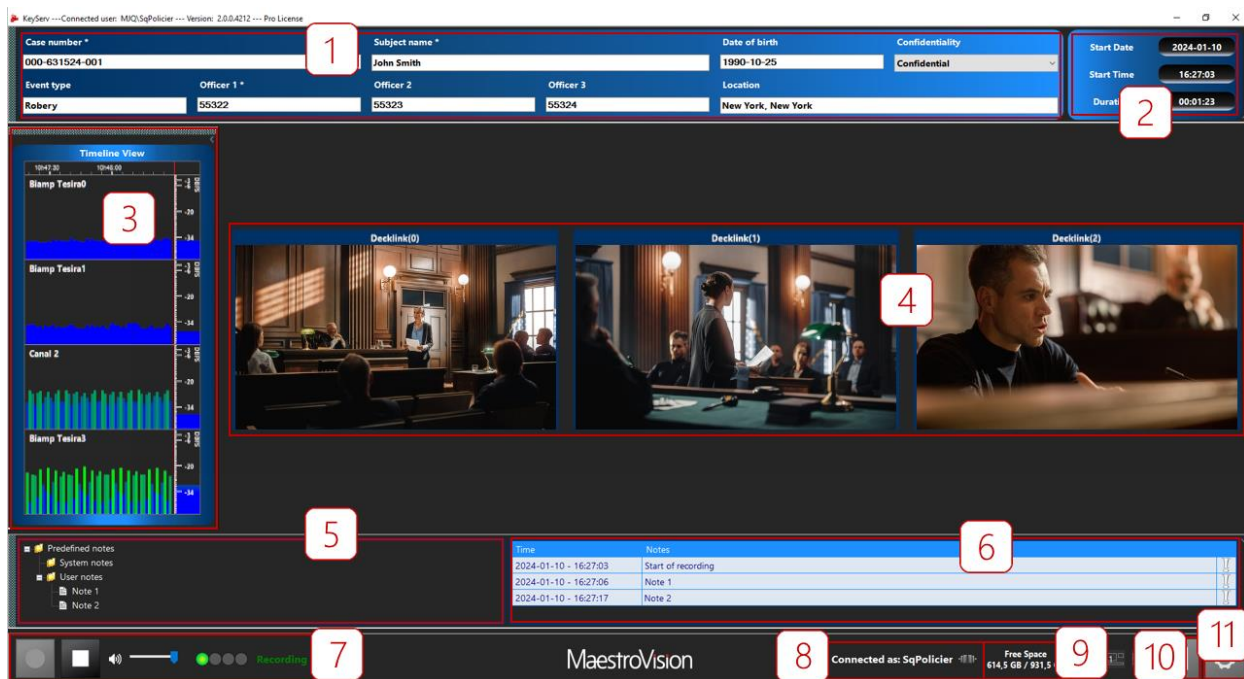11. **Configuration Button:** Button for system configuration.

Figure 3 – KeyServ Interface with Audio Timeline

4.1. Metadata Fields

Metadata is information attached to the audio and video data captured by the application. They are used to describe, identify, and classify the data. Combined with a database such as the VEOTEK® Media Library, the

metadata enables keyword searches for easy retrieval and extraction of information.

Metadata fields are fully configurable according to the context of use. The software allows you to define text fields, fixed or editable drop-down lists, or checkboxes. It is also possible to restrict the type of characters that can be entered in a field: alphabetic, numeric, or alphanumeric. Edit masks can be used to define a specific format, for example for a folder number. Finally, some fields can be set as mandatory, i.e., they must be filled in to start recording.

When a field is empty, its name and input format are displayed in gray. This information disappears when you click on it and enter data into it.

Figure 4 – Metadata Fields

4.2. Date, Time, and Duration Fields

This section displays the time information for the current recording: the start date and time, as well as the duration of the recording.

Figure 5 – Date, Time, & Duration

1. **Start Date:** Displays the current date of the system.
2. **Start Time:** Displays the current time of the system.
3. **Duration:** Displays the duration of the recording.

4.3. Audiometer

The audiometer is displayed on the left side of the window by default. It allows you to view the volume of the sound received by the application. The audiometer displays the amplitude of the audio signal on a scale in dBFS (decibels Relative to Full Scale), a unit of measurement used in digital audio. The maximum value that can be recorded is 0 and signal peaks exceeding this value are muted. That's why you need to adjust the recording volume so that the loudest sounds stay below the maximum. Please note that the application's volume control does not affect the recording level. It only controls what you hear through the speakers.

Figure 6 – Audiometer

4.4. Viewing Window

The video playback window displays what is captured by the video source. At the top of each window is a source identification label to make it easier to identify the device providing the video source. Each video viewing window is configured to have the optimal video aspect ratio to provide the best possible video quality.
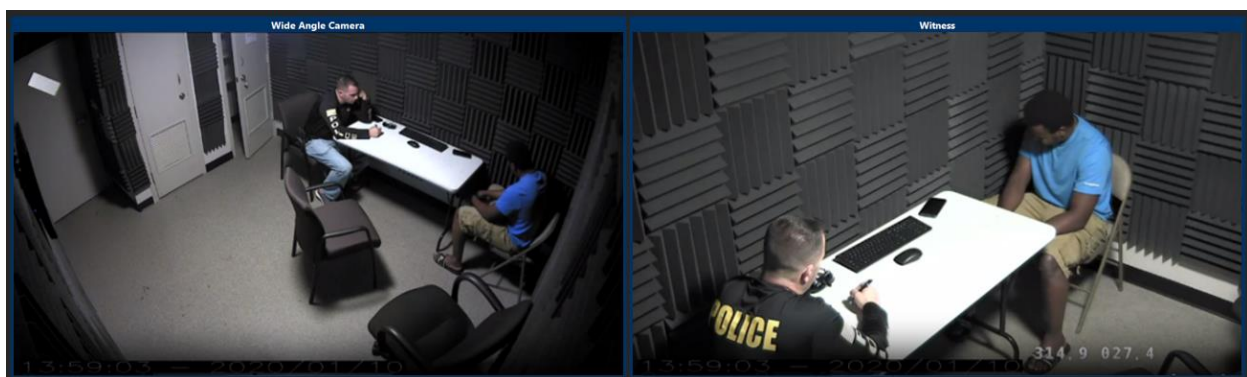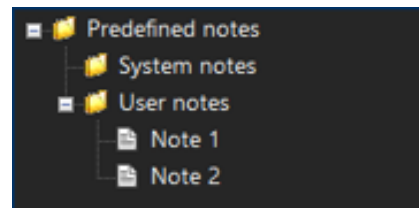

Figure 7 – Video Viewing Windows

4.5. Predefined Notes

Predefined notes are used to enter notes ahead of time to use as shortcuts during a live recording. Double-clicking a preset note automatically copies it to the note input panel. This avoids the need to rewrite commonly used sentences and saves the user time. Predefined notes are organized into folders.

System notes are common to all users and can only be edited by an administrator. They are ideal for storing text that is used regularly in each recording session.

Figure 8 – Predefined Notes

User notes are unique to each Windows user. The patron can create, modify, or delete their notes. It can also create folders in order to organize them. User notes can also be imported from a text file.

4.6. Annotations

Annotation is a section where the user can enter notes specific to a record. Notes are recorded with a timestamp that is used by the video player to mark a point in the recording. It is used to help the user navigate to a specific point in the recording. All the notes in this section are saved in a different file in the same directory where the video captures are stored.

Figure 9 – Annotations

1. Time: Displays the date and time when the note was entered.
2. Notes: Displays that input note.

4.7. Recording Controls

Recording commands contain the controls for the current recording and also allow the user to perform actions on previously recorded files.
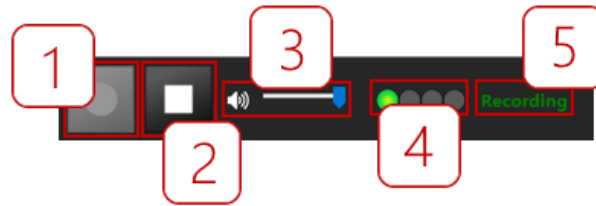

Figure 10 – Recording Commands

1. Record button: Starts recording and turns off until you stop the recording.

2. Stop button: Stops recording and becomes disabled when there is no recording in progress.

3. Volume Control: This allows you to adjust the volume of the earbuds.

4. Display: Display.

5. Recording Status: Indicates whether the recording is stopped or in progress.

4.8. Viewing, Recording List, and Configuration

1. Display: Allows for different display configurations.

2. Record List: Allows access to the record list.

3. Configuration button: Opens a window with the application configuration.
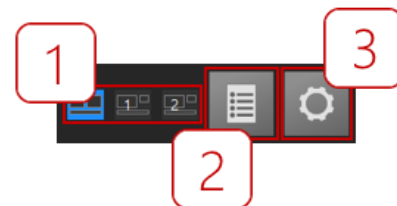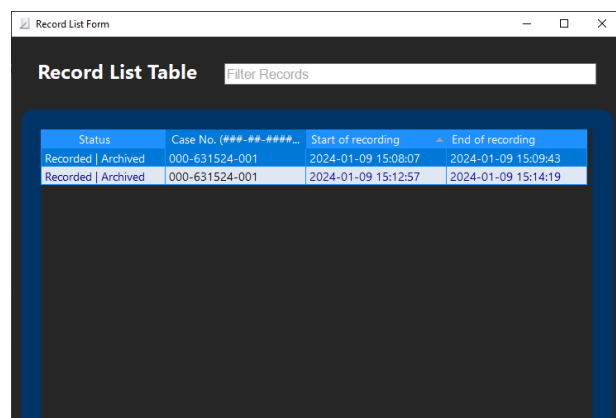

Figure 11 – Status

4.9. List of Recordings

The Record List Table is an additional window that allows the user to manage all of the records loaded from files and recently saved records.

1. Record List Table: This is a table that lists all the records loaded

Figure 12 – Record List Form

from the files and the recently saved records.

2. **Status:** Indicates the status of a record (Saved, Archived, Pending).

3. **Case Number:** Indicates the case number of the record entered in the metadata field.

4. **Start of Recording:** The date and time the recording started.

5. **End of Recording:** The date and time the recording ended.

6. **Filter Records:** Allows you to display the record list according to criteria.

7. **Play:** Allows you to select a recording from the table and play it on the MaestroVision video player.

8. **Export:** Exports the selected recording to a removable device such as a USB flash drive, removable hard drive, etc. (see instructions below)

9. **Burn:** Exports the selected recording to a DVD. (see instructions below)

10. **Regenerate:** Allows you to regenerate a record.

11. **Delete:** Deletes a record.

12. **Close:** Closes the record list form.

4.10. Export To...

The export to button allows the user to export a selected record from one file to a different location. This utility is mainly used to export a recording to a removable device such as a USB flash drive, portable hard drive, etc. The newly selected folder should be empty.

Press the OK button once you have selected the new location and allow the app to export all the selected files.
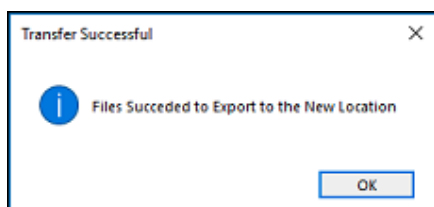

After a few moments, a message that the transfer was successful will appear. You'll return to the previous windows once the export is complete.
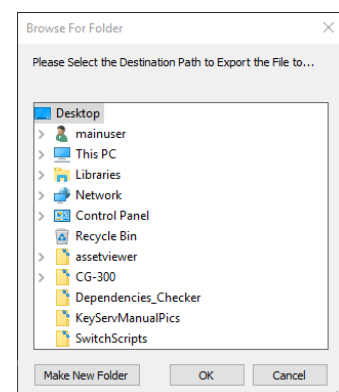
Figure 13 – Successful Export

Figure 14 – Location

4.11. Burn Button

Once you press the Burn button on the Record List window, the window in Figure 14 will open. Check the "Active" tabs on each burner according to the number of DVDs you want to burn, then press the "Burn" button.
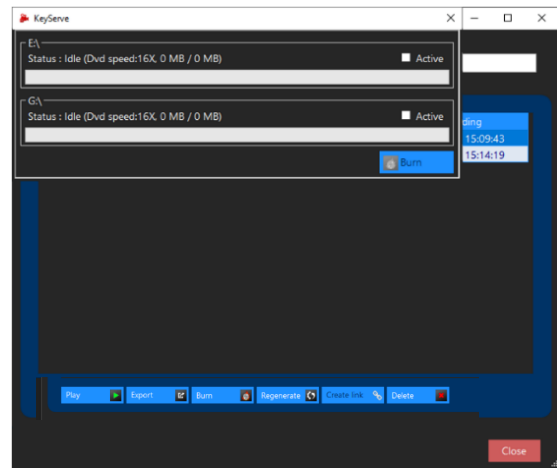

Figure 15 – Burning a DVD

4.12. Create Link

Create Link is a tool that lets you share your recording sessions with others.

Important: A recording must have the status **"Archived"** to be shareable.

To share a recording, select the one you want and click **Create Link**. A window will confirm that the link has been created and copied to the Windows clipboard. You can then paste the link into an email and send it to a colleague.

Figure 16 – Burning a DVD

Your colleague simply needs to click the link to access and view the recording.
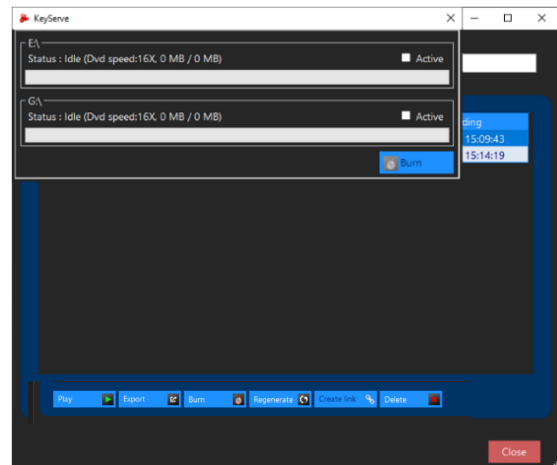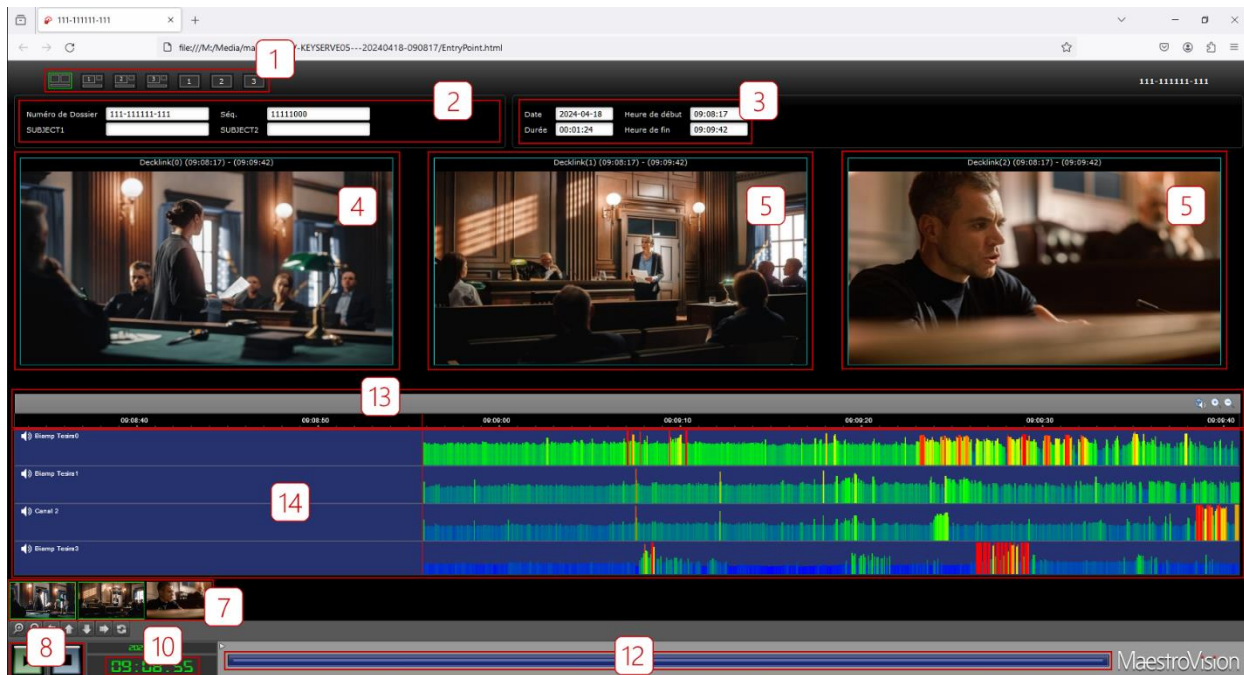
5. Playback Interface

Figure 17 – Multiple Audio Tracks in Playback

1. **Layout:** Allows you to select a different layout for the video player interface.

2. **Metadata:** Displays the metadata that was entered during registration.

3. **Time Display:** Shows information about the start and end time and duration of the recording.

4. **Main Video View:** Large window with the main video.

5. **Secondary Video Views:** Allows you to see a mini window with the secondary videos.

6. **Recording Notes:** Allows you to see the notes of the recording and to navigate to the specific time of the video when they were recorded.

7. **Thumbnails:** Displays the thumbnails that were generated during saving. It is possible to go to the moment of the thumbnail by clicking on it.

8. **Play and Stop Buttons:** Start and stop playback.

9. **Speed:** Allows you to adjust the playback speed.

10. **Counter:** Indicates the time position of the reading.

11. **Skip Forward:** Allows you to advance playback with specific time periods.

12. **Scroll bar:** Allows you to view the time position of the playback. It is also possible to go a specific moment in the recording by clicking on the scroll bar.

13. **Audio Timeline:** Graph of the history of the sound level as a function of time and by audio track. Displays the current folder number, recording status, pauses, and restrictions.

14. **Audio Track:** A horizontal band on the timeline representing a recording channel. Each of the tracks is assigned to one or more microphones.
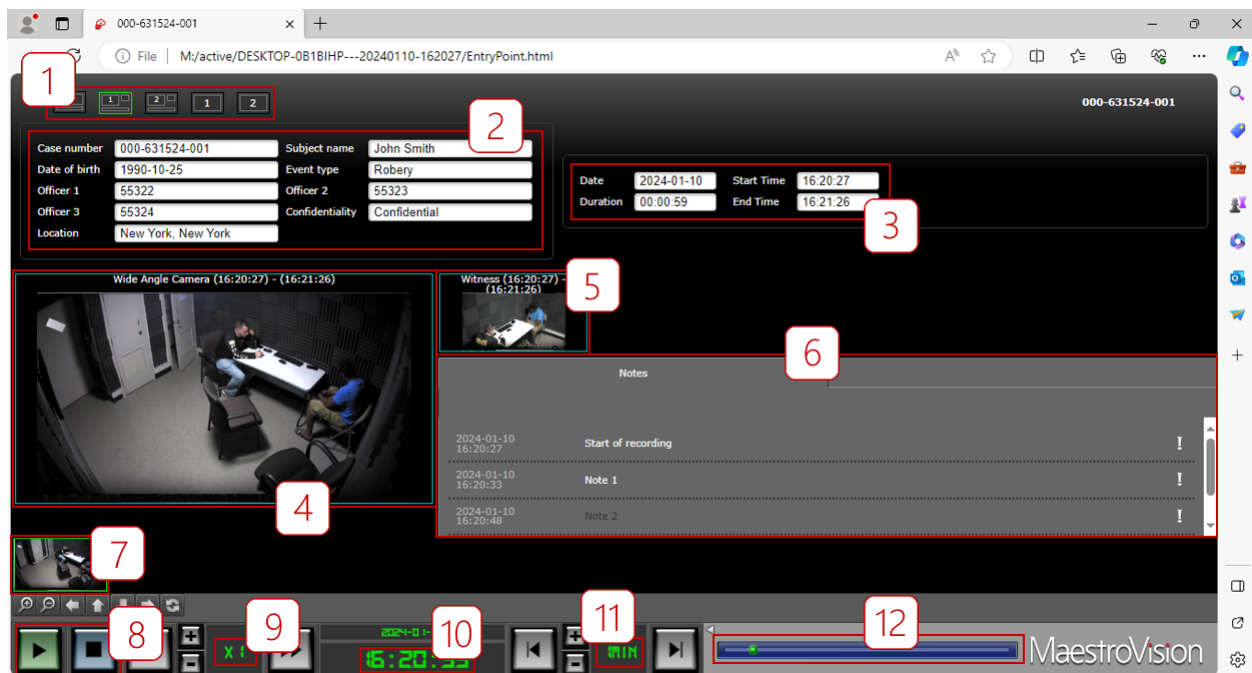

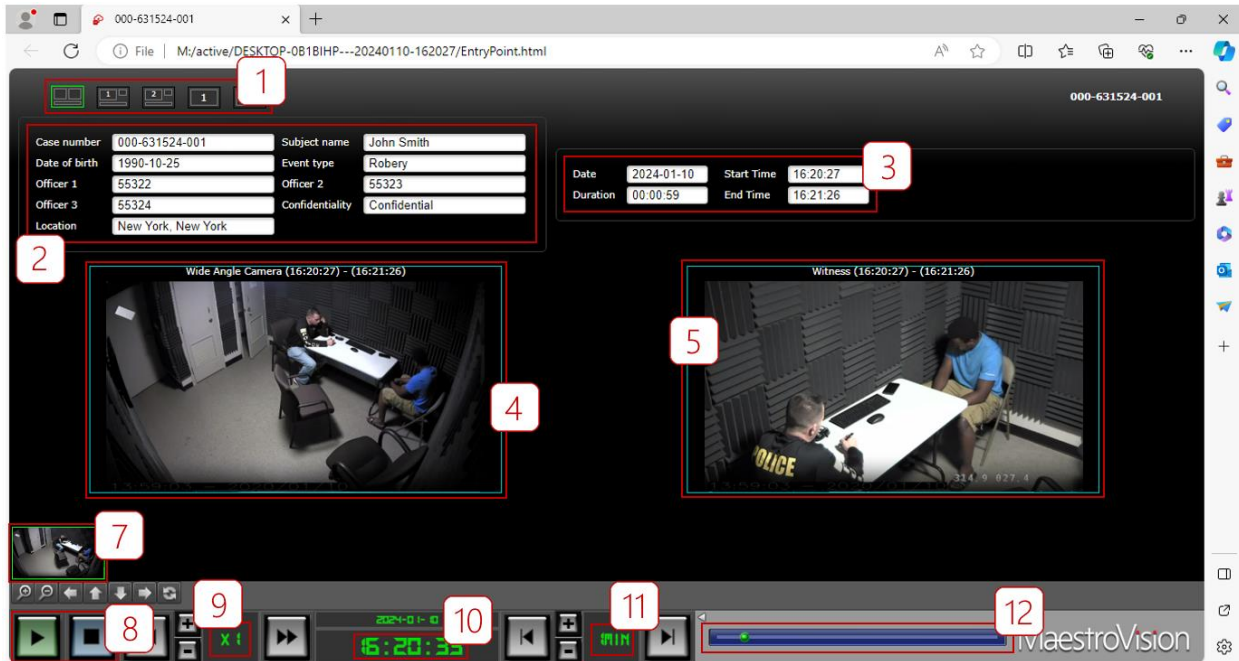*Figure 18 – Notes Layout in Playback*

Figure 19 – Playback Interface

6. Frequently Asked Questions

The sound is too weak on the recording

Using the audio console's main volume control, adjust the volume so that a normal voice produces a level between -20 and -12 dB on the application's audiometers. It is not advisable to make adjustments during recording.

Distortion in the recorded sound

The volume may be too high. Distortion occurs when the level regularly reaches 0 dB on the audiometers. The loudest voices should never exceed -3 dB. Use the main volume control on the audio console to make adjustments if necessary.

No sound

If the audio meters show no activity, check that the audio console and other devices (e.g. an equalizer) are switched on. If the console has a "Phantom Power" switch, it should be on.

If you see the audio meters moving but hear no sound, check the speakers. Try changing the video source displayed on the screen. The source containing the sound must be displayed in order to hear the sound through the speakers.

The image of one of the video sources "jumps" or "rolls"

Restart the KeyServ system. If the problem persists after rebooting, contact MaestroVision for assistance.

Preview window displays a gray image

A gray image indicates that there is no signal for this video source. If it's an interactive whiteboard, for example, check that it's switched on. Check that the cables are properly connected.

DVDs produced by the system are not playable

Try burning a different brand of DVD. Some discs give better results. If the problem persists with a different disc, contact MaestroVision for assistance.

7. Contact Information

7.1. Technical Support

Telephone: 1-888-424-5505

Email: support@maestrovision.com

Internet: https://maestrovision.com/technical-support/

7.2. Addresses

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Sainte-Anne-de-Bellevue, QC

H9X 4C7

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Boca Raton, FL 33434

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