

TELESCOPE

Tenant Administrator Manual

Version 1.0

Author	Susumu Oyaizu
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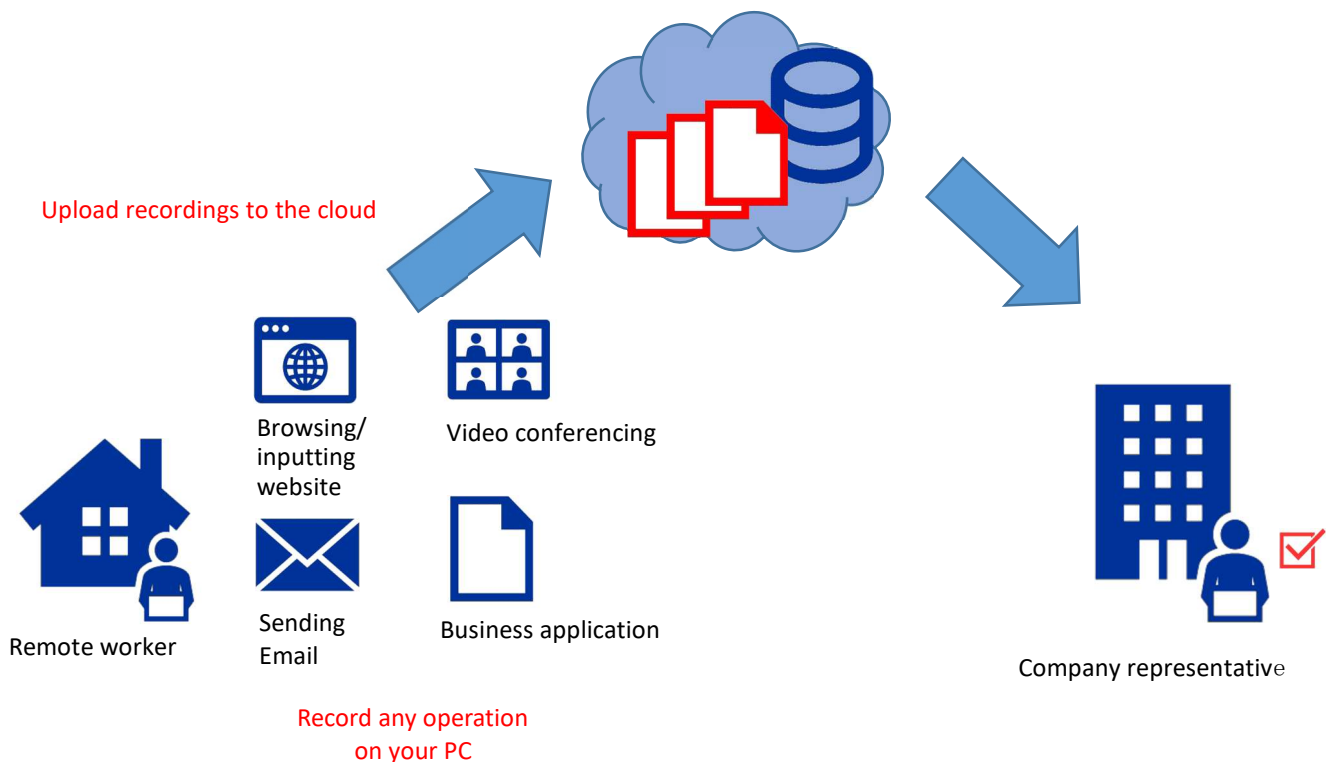
1. Summary

TELESCOPE is a cloud service that protects both remote workers and companies from information leaks.

- **Record any operations on a PC**
TELESCOPE records not only user's computer screen, but also the audio and video of video conferencing applications frequently used in remote work.
- **Manage recordings for each PC user**
You can set any username for recorded files. It makes possible to manage recordings for each Windows user, even when multiple users are using a single PC.
- **Store recordings on the cloud**
Recorded files do not occupy your PC space. These are uploaded and stored on cloud storage at the end of each recording.
- **Allow flexible settings for retention periods and number of users**
The retention period of recordings and the number of users have flexibility within cloud storage capacity.
- **Manage and playback all users' recordings**
The recording management screen allows you to playback and manage all users' recordings stored on cloud storage.

TELESCOPE is made up of the following products.

- TELESCOPE Application (Windows application)
- TELESCOPE Site (Cloud Service)



1.1 Before Use

1.1.1 Login Information

The following information is required at sign-up. Please keep them in a safe and secure place.

Login ID	ID for logging in/setting up on the TELESCOPE site/application.
Login password	Password for logging into the TELESCOPE site. See 3.2 for details. *Please do not tell the login password to users.
Upload-only password	Password for setting up the TELESCOPE application. See 2.3 for details.

1.1.2 Flow of Use

- ① Distribute the following information to users:
 - TELESCOPE User Manual. Users are also able to download the manual from the TELESCOPE application download screen.
 - TELESCOPE Login ID
 - TELESCOPE **Upload-only password** (not the login password)
 - TELESCOPE application common setting information. See 3.2 for details.
- ② Users install/configure the TELESCOPE application according to the user manual.
- ③ Users launch the TELESCOPE application, start recording when work begins, and stop recording when work ends.
- ④ The administrator logs into the TELESCOPE site and checks the uploaded videos.

2. TELESCOPE Application

2.1 About TELESCOPE

2.1.1 Overview

TELESCOPE is a lightweight client application that is installed and resides on users' computer. It records users' screen in the background without interrupting their work and uploads recorded video to a cloud server after working hours.

2.1.2 System Requirements

- Operating System: Windows 10 or later
- CPU: 2 Cores, 2 GHz or faster
- Memory: 4 GB or above recommended
- HDD Space: 10 G or above

2.1.3 Specification and Limitations

- The maximum recording time is 10 hours; after 10 hours, TELESCOPE will automatically split the recording. You cannot record the screen until the splitting is complete.
- It will take from a few minutes to tens of minutes for the management site to reflect the uploaded video after the recording has been stopped.

2.2 Get Started with TELESCOPE

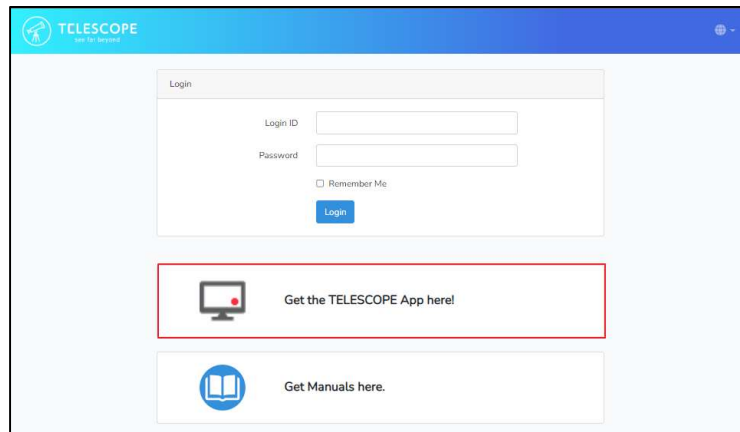
2.2.1 Download TELESCOPE

Access the following URL from a browser.

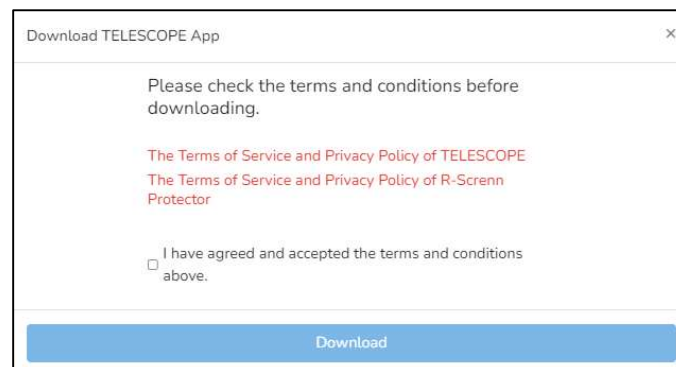
URL : <https://app.telescope-cloud.com/>

The login screen appears.

Click "Get the TELESCOPE App here!" on the screen.

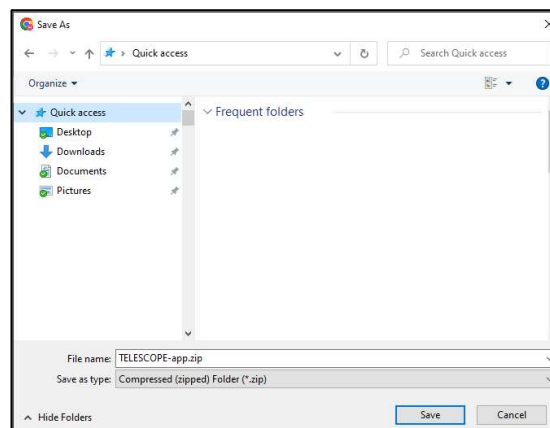


Read the "Terms and Conditions" and click "Download".



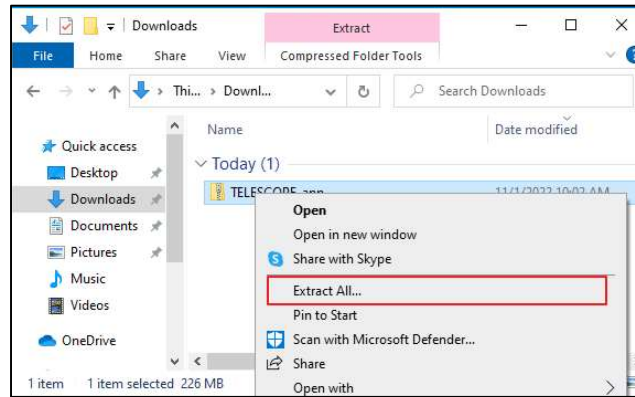
The "Save As" dialog appears. Specify the desired location and click "Save".

In the figure below, the file saves in the "Download" folder.

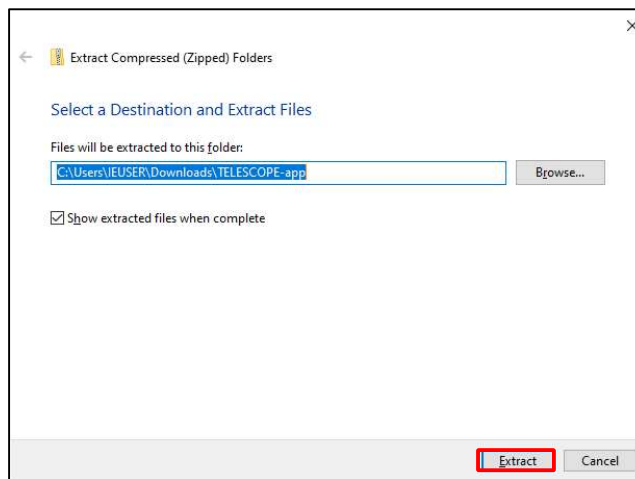


2.2.2 Install TELESCOPE

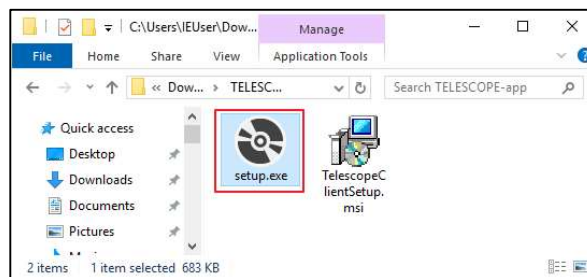
Open the location where you saved the file according to 2.2.1 in Explorer. You will see the file you just downloaded. Right-click on the icon to display the menu and click " Extract All".



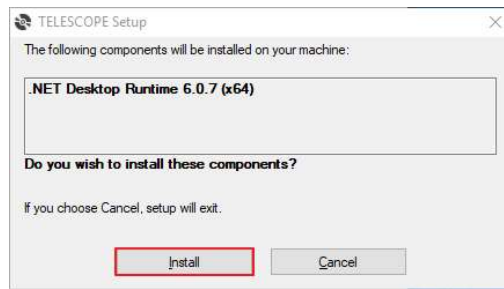
Extract Compressed Folders screen appears. Select the folder and click "Extract".



The compressed file will unzip and a folder appears. Double-click "Setup.exe."



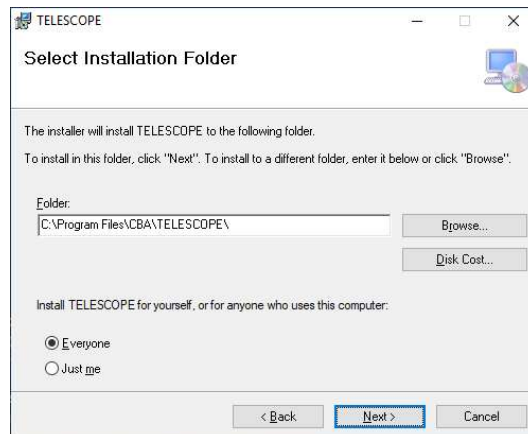
.NET Runtime installation confirmation message appears. Click "Install".



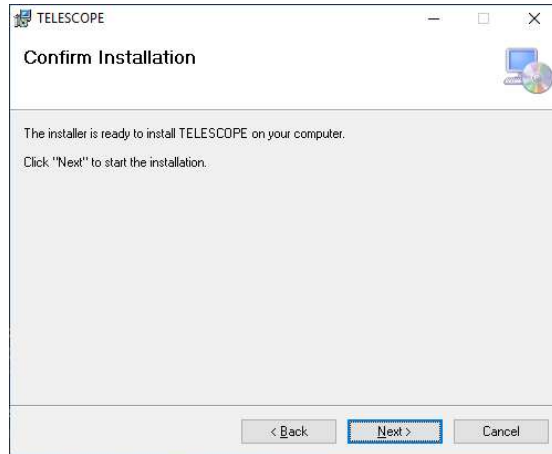
User Account Control confirmation message appears. Click "Yes".



Confirm the installation location and click "Next."



Confirm to install TELESCOPE and click "Next"

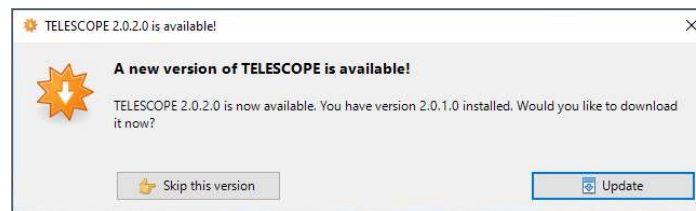


2.3 Initial Setup

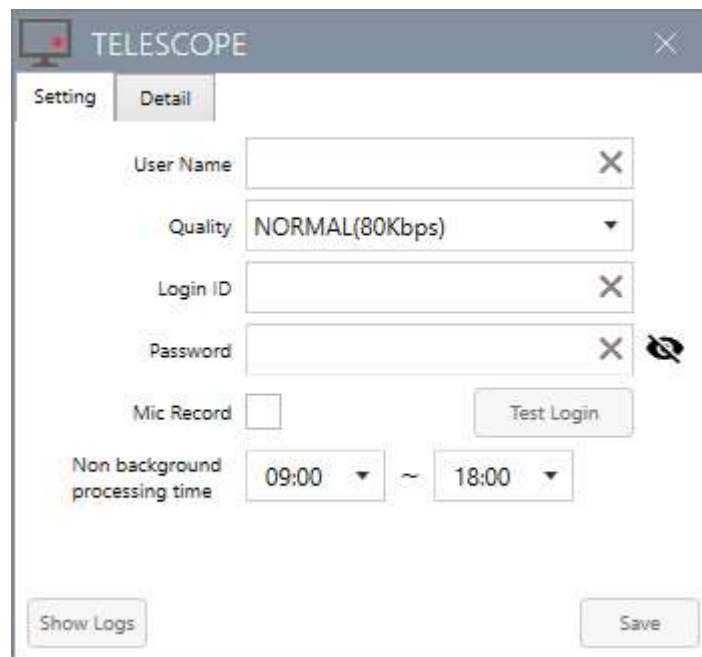
When the installation is complete, the below icon is displayed on the desktop.



Double-click the icon. When the software update notification appears at startup, follow the on-screen instructions to update it (See 2.5 for update details).

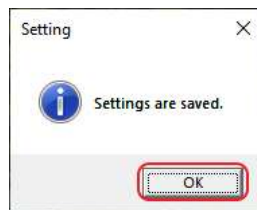


A setup screen appears on initial startup.

The TELESCOPE setup screen. It has a title bar with the application name and a close button. Below the title bar are two tabs: "Setting" and "Detail". The "Setting" tab is active. The screen contains several input fields: "User Name" (text box with a clear 'X' button), "Quality" (dropdown menu showing "NORMAL(80Kbps)"), "Login ID" (text box with a clear 'X' button), and "Password" (password box with a clear 'X' button and a visibility toggle icon). There is a "Mic Record" checkbox and a "Test Login" button. At the bottom, there is a "Non background processing time" section with two dropdown menus showing "09:00" and "18:00" separated by a tilde (~). At the very bottom are "Show Logs" and "Save" buttons.

User Name	Enter any username. The administrator identifies whose recording it is by this name on the management screen. Please notify the administrator of the username you have set.				
Quality	Select one of the following resolution qualities. <table border="1" style="margin-left: 20px;"> <tr> <td>Normal resolution</td> <td>80Kbps</td> </tr> <tr> <td>Low resolution</td> <td>40Kbps</td> </tr> </table>	Normal resolution	80Kbps	Low resolution	40Kbps
Normal resolution	80Kbps				
Low resolution	40Kbps				
Login ID	Enter the login ID provided by the administrator.				
Password	Enter the upload-only password. <i>Please do not tell the login password to users.</i>				
Mic Record	Check this box to record all audio input from the microphone.				
Test Login	Enter the login ID/password and click the button to check for proper communication with the TELESCOPE Site. <i>*After entering or changing the login ID/password, always click this button to confirm that communication is successful.</i>				
Non background processing time	Recordings will not be uploaded to the TELESCOPE site during the time period specified here. This helps to reduce the PC load during work.				
Show logs	Notepad application is launched and you can see the processing history of the application.				

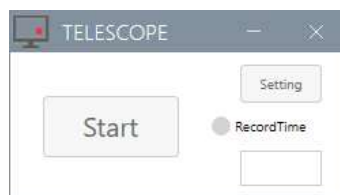
Verify that the settings are correct then click "Save". The confirmation message appears.



TELESCOPE application icon appears in the taskbar and task tray.



Next, the main TELESCOPE window appears in the lower right corner of the screen.



Now you are ready to start.

2.4 Use TELESCOPE

2.4.1 Start Recording

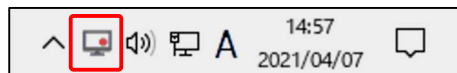
Click "Start" in the main window.



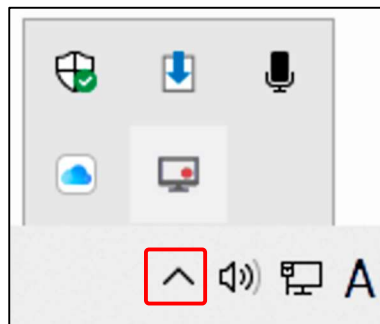
If the main window does not appear, click the icon in the taskbar.



Click "Start" in the main window to start recording. The main window will be minimized to the taskbar and the icon will look like the figure below.



Sometimes the icon may be hidden in the notification area, depending on your Windows settings. You can find it by clicking the up arrow in the task tray.



Now everything you do on your screen will be recorded.

2.4.2 Stop Recording

Click the icon in the taskbar to display the main window.



Click "Stop" in the main window.



Recording stops.

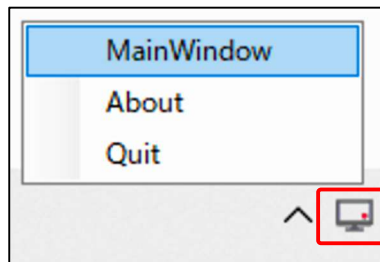


2.4.3 Show and Hide TELESCOPE

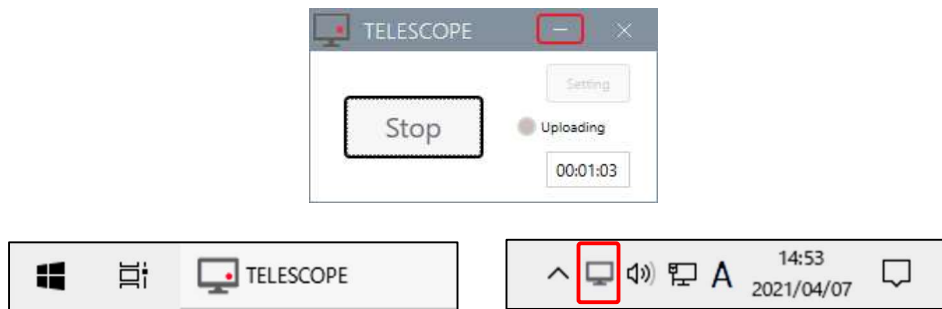
Click on the X button in the upper right corner of the main window to hide the taskbar icon and stores the application in the task tray.



Right-click on the icon in the task tray to display the context menu. Click "MainWindow" to display the application again.

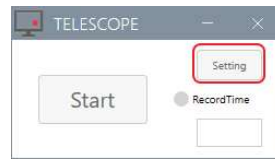


Click the "-" button on the main window to minimize the application to the taskbar and store it in the task tray.

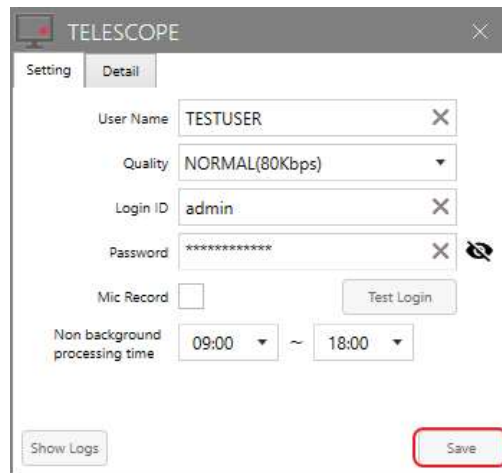


2.4.4 Change Settings

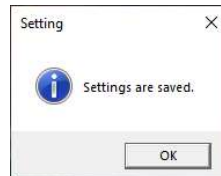
Ensure that recording is stopped. You cannot change settings while recording.
Click "Settings" in the main window.



Make any necessary changes in the setup screen, and click "Save". See 2.3 for details.

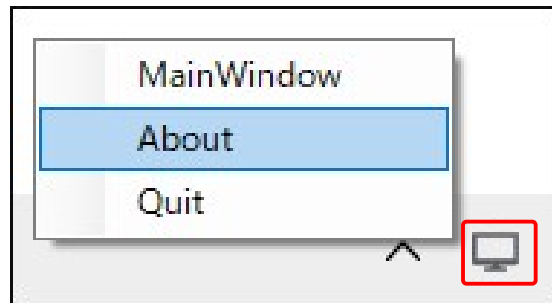


Click "OK" in a confirmation message box.



2.4.5 Send Error Report

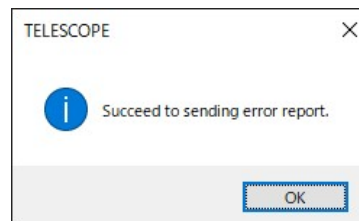
If any failure occurs, you can send an error report and ask the administrator to resolve it. Right-click on the icon in the task tray to display the context menu. Click "About" to display the About dialog box.



Click "Send Error Report" in the About dialog.

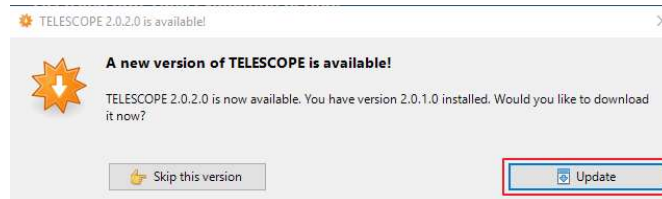


Click "OK" in a confirmation message box.

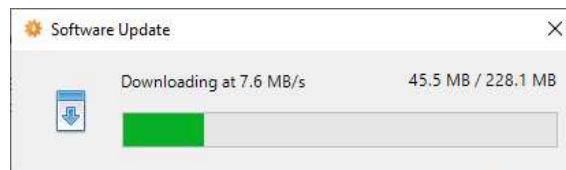


2.5 Updates

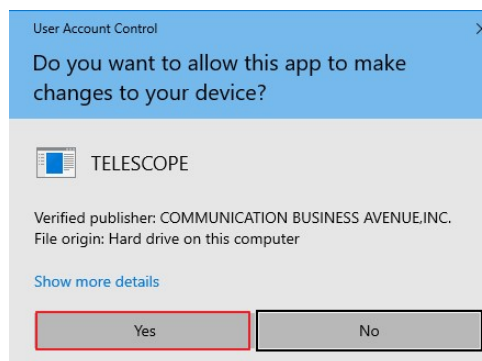
A software update notification may appear at startup.



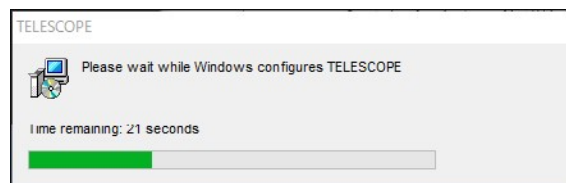
Download the software.



Click "Yes" when User Account Control confirmation message appears.



Installation proceeds.



After installation is complete, restart TELESCOPE.

3. TELESCOPE Site

3.1 About TELESCOPE Site

3.1.1 Overview

The TELESCOPE site is a cloud-based web service that allows administrators to view videos uploaded from the TELESCOPE application. Installation is not required. This service is available on your computer using a browser.

3.1.2 Usage Requirements

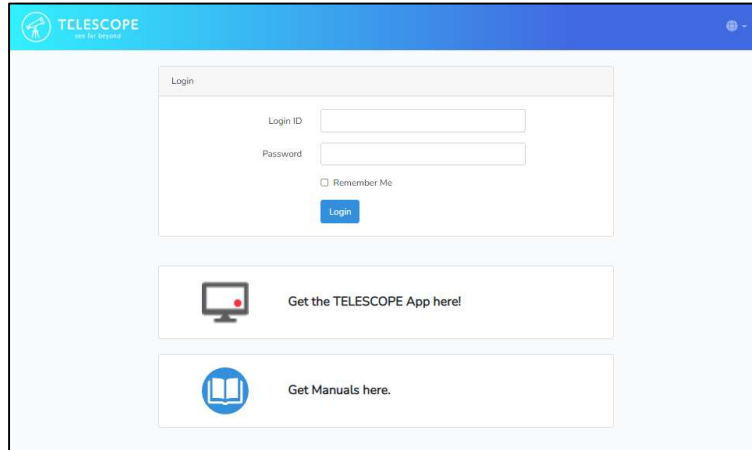
- Operating system: Windows 10, macOS, Linux, etc.
- Recommended web browsers: Latest versions of Chrome, Firefox, and Edge Chromium

3.2 Log in to TELESCOPE Site

Access the following URL from a browser.

URL : <https://app.telescope-cloud.com/>

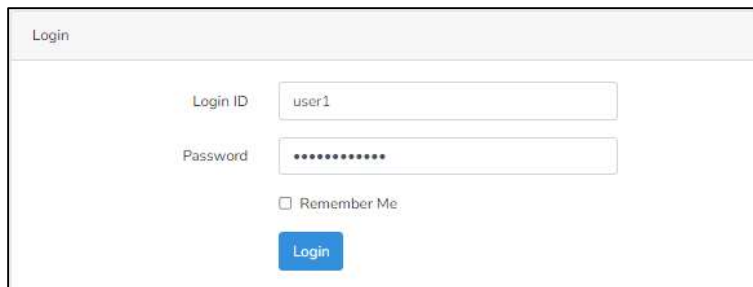
The login screen will appear.



The screenshot shows the TELESCOPE login interface. At the top left is the TELESCOPE logo with the tagline "and for security". The main content area is titled "Login" and contains a form with the following elements: a "Login ID" input field, a "Password" input field, a "Remember Me" checkbox, and a blue "Login" button. Below the form are two promotional banners: one with a smartphone icon and the text "Get the TELESCOPE App here!", and another with a book icon and the text "Get Manuals here."

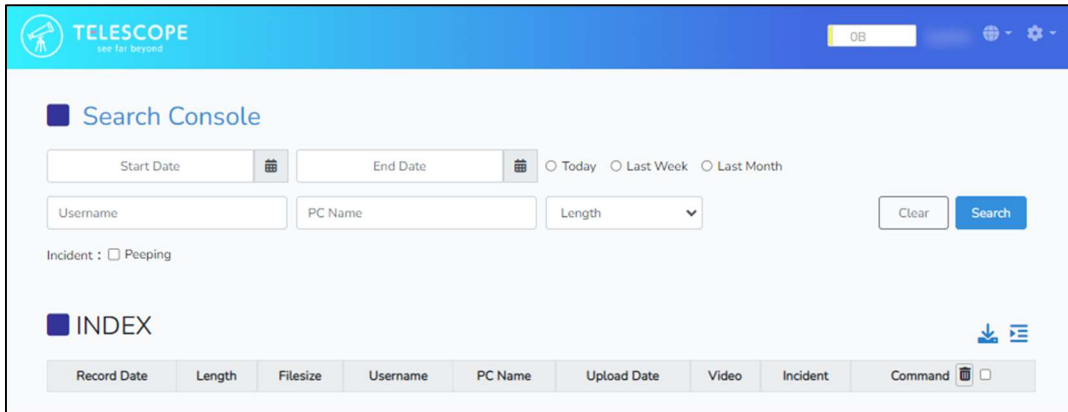
Enter the login ID and login password you set during sign-up.

***This is a different password from the upload-only password, and is used to log in to the site.**
If you check the "Remember Me" checkbox, you will not need to log in next time.

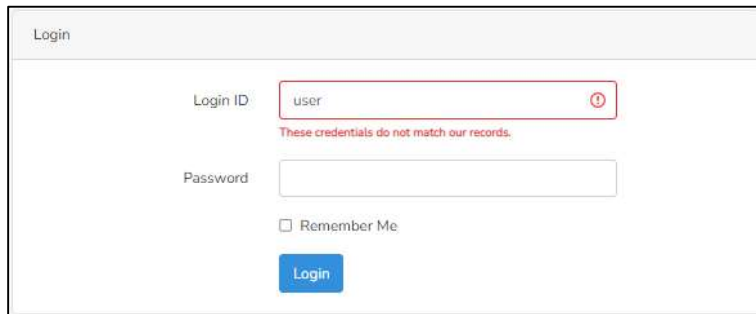


This screenshot shows the same login form as above, but with sample data entered. The "Login ID" field contains the text "user1". The "Password" field is filled with ten dots. The "Remember Me" checkbox is unchecked. The blue "Login" button is visible at the bottom of the form.

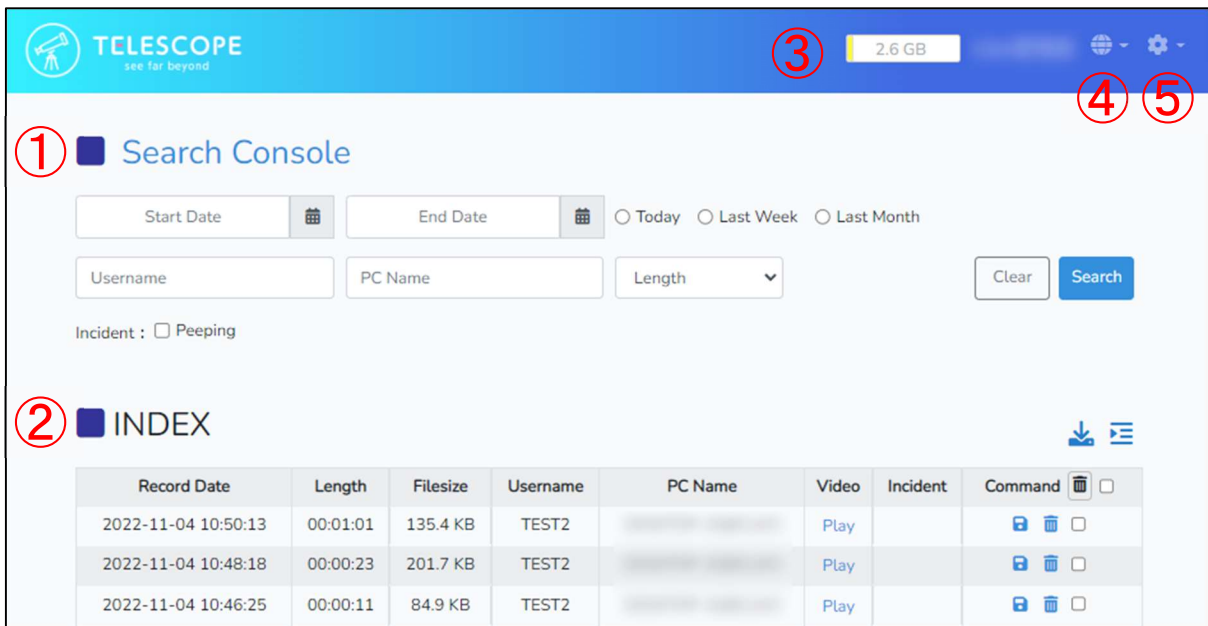
After successful login, TELESCOPE Site will appear.



If the login information is incorrect, the following error message will appear. Please verify your login information again.



3.3 Screen Description



① Search Console	A panel for searching videos (see 3.4.1).
② Index	Displays a list of videos (see 3.4.2).
③ Data Usage	Displays the data usage for the user account (see 3.4.3).
④ Language button	Change the language of the site (see 3.5).
⑤ Settings button	When logged in with administrative privileges, the logout button and various configurable items are displayed (see 3.6).

3.4 Video List

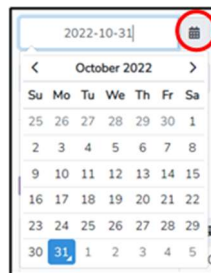
3.4.1 Search Console

Search Console is used to extract the desired video from the list. You can extract videos by date, username, PC name, and length.

Enter any value for each item and click "Search" to extract.

① Start Date/End Date

Click anywhere in the Start Date/End Date box to display the calendar. Use the mouse to specify the date.



Clicking one of the radio buttons "Today," "Last Week," or "Last Month" will automatically enter the date from today to the specified length.

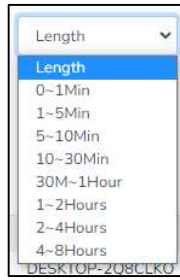
② Username:

Click anywhere in the Username box to display 10 usernames in order of most recorded files. Enter two or more characters to search for a partial username.

③ PC Name:

Click anywhere in the PC Name box to display 10 PC names in order of most recorded files. Enter two or more characters to search for a partial PC name.

- ④ Length:
Click to display the drop-down list and select the video length.



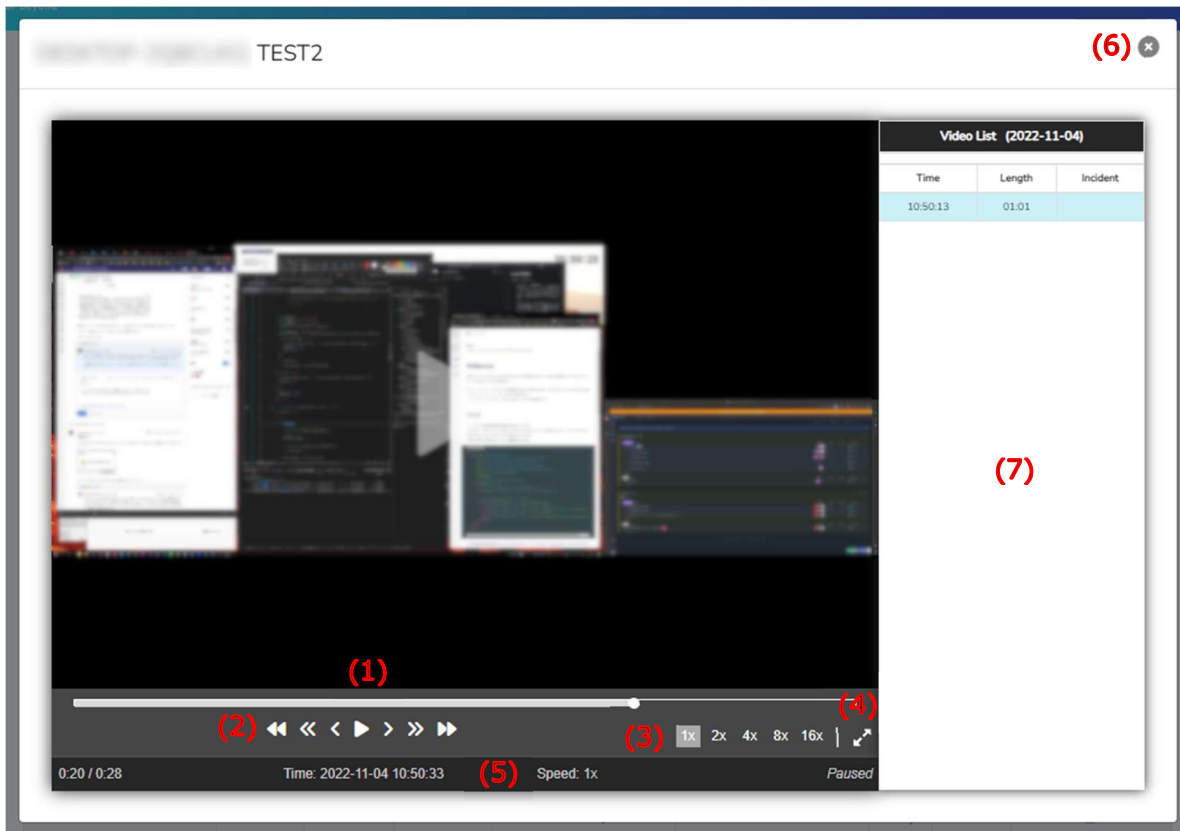
- ⑤ Clear :
Reset search criteria.

3.4.2 Index

Index displays a list of videos.

INDEX									
Record Date	Length	Filesize	Username	PC Name	Video	Incident	Command		
2022-11-04 10:50:13	00:01:01	135.4 KB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-11-04 10:48:18	00:00:23	201.7 KB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-11-04 10:46:25	00:00:11	84.9 KB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-11-04 10:26:36	00:00:12	88.0 KB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		
2022-10-31 17:06:36	00:14:34	10.4 MB	TEST2	DESKTOP-2Q8CLKO	Play		🔒 🗑️		

- ① Video:
Click "Play" on any line to display the video playback panel.
- Video playback panel:

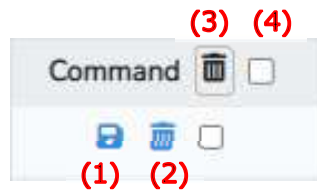


- (1) **Seek bar:** Displays the playback point of the video. Click anywhere on the seek bar or drag the circle to set the playback point.
- (2) **Play/Pause/Skip:** Play, pause, and skip by selecting the length as shown in the figure below. Playback and pause are also possible by pressing the space key on your keyboard.



- (3) **Playback speed selection:** Playback speed is adjustable to 1x, 2x, 4x, 8x, or 16x.
- (4) **Maximize:** Click to watch the video in full screen. Press the ESC key to return to the original size.
- (5) **Status bar:** Displays the current status of the video.
- (6) **Close:** Closes the playback panel. Pressing the ESC key also closes the panel.
- (7) **Video list:** Displays the date, time, and length of the video being played. Switching to the date list will show multiple video listings by date and user (see below for the Date List). Click to play any video.

③ Command:



- (1) **Save:** Download any video.
- (2) **Delete:** Deletes any video.
- (3) **Delete Selections:** Select multiple videos in a row then click to delete multiple videos at once.
- (4) **Select All:** Check this box to select all videos displayed. This is useful when you want to delete all videos at once.

④ Output in CSV format:

Download the list of videos currently displayed in Index as a CSV file.

⑤ Switch to the date/standard list:

Click the icon to switch to the date list. The date list groups videos together by the same date and user. Click again to return to the standard video list.

Record Date	Length	Filesize	Username	PC Name	Video	Incident	Command		
2022-11-04 10:50:13	00:01:01	135.4 KB	TEST2	DESKTOP-2Q8CLKO	Play		Save Delete		
2022-11-04 10:48:18	00:00:23	201.7 KB	TEST2	DESKTOP-2Q8CLKO	Play		Save Delete		
2022-11-04 10:46:25	00:00:11	84.9 KB	TEST2	DESKTOP-2Q8CLKO	Play		Save Delete		
2022-11-04 10:26:36	00:00:12	88.0 KB	TEST2	DESKTOP-2Q8CLKO	Play		Save Delete		

3.4.3 Data Usage

Logged-in user's data usage is displayed in the title bar.



When usage limit is reached, uploading will no longer be possible.

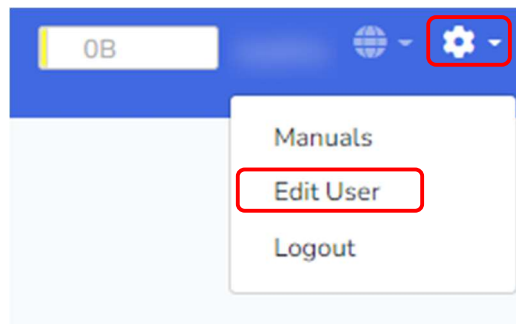
3.5 Language Button

Switch the display language to Japanese/English.



3.6 Edit User

Click Settings icon in the upper right corner of the screen to display the context menu. Click "Edit User".



It allows you to edit your name, login password, upload-only password, company name, phone number and address.

<< Back to Video Index

Edit User

Name

Quota GB

Retention Period

E-Mail Address

Login ID

Login Password

Upload Password

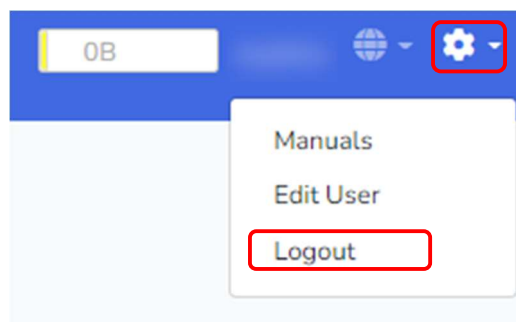
Company

Phone

Address

3.7 Logout

Click Settings icon in the upper right corner of the screen to display the context menu. Click "Logout" and follow the confirmation message to log out.



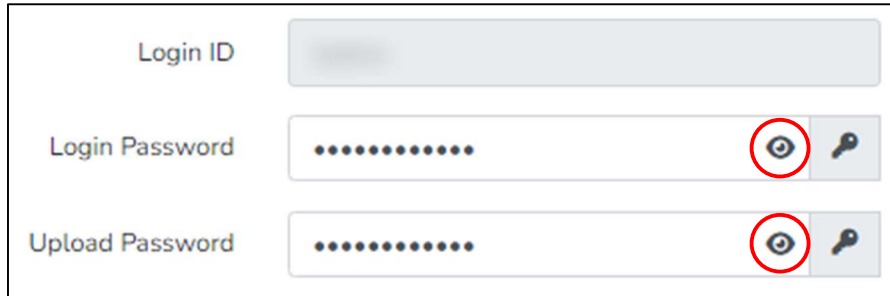
4. Frequently Asked Questions

4.1 I cannot log in because I don't know the password for the admin login.

Please contact CBA Support Desk at 5.1.1.

4.2 I don't know my upload-only password.

Follow the steps in 3.6 to display the Edit User screen.



The screenshot shows a form with three input fields: "Login ID", "Login Password", and "Upload Password". The "Login ID" field is a simple text input. The "Login Password" and "Upload Password" fields are password inputs with masked characters (dots). To the right of each password field is a small icon of an eye, which is circled in red in the image, indicating it can be clicked to toggle the password visibility. There is also a key icon to the right of each password field, likely for password strength or requirements.

Click on the login password icon  to see the actual password.

4.3 I had been inactive for a while and an error message appeared.

If the web browser is left inactive for an extended period of time with the administration screen displayed, the following error screen may appear.



419 | Page Expired

If this error occurs, please access the following URL and log in again.

URL : <https://app.telescope-cloud.com/>

5. For More Information

5.1 Service Request

5.1.1 TELESCOPE Developer Information

Communication Business Avenue, Inc. (CBA)

Address: YRP Center 1st Floor 5F, Hikarinooka 3-4, Yokosuka City, Kanagawa Prefecture, 239-0847, Japan

E-mail: cs@cba-japan.com