TELESCOPE
User Manual

Version 1.0

A u t h o r	Munekazu Iguchi
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Contents

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.

Upload recordings to the cloud

Browsing/
inputting
website

Video conferencing

Remote worker

Sending
Email

Business application

Company representative

Record any operation
on your PC
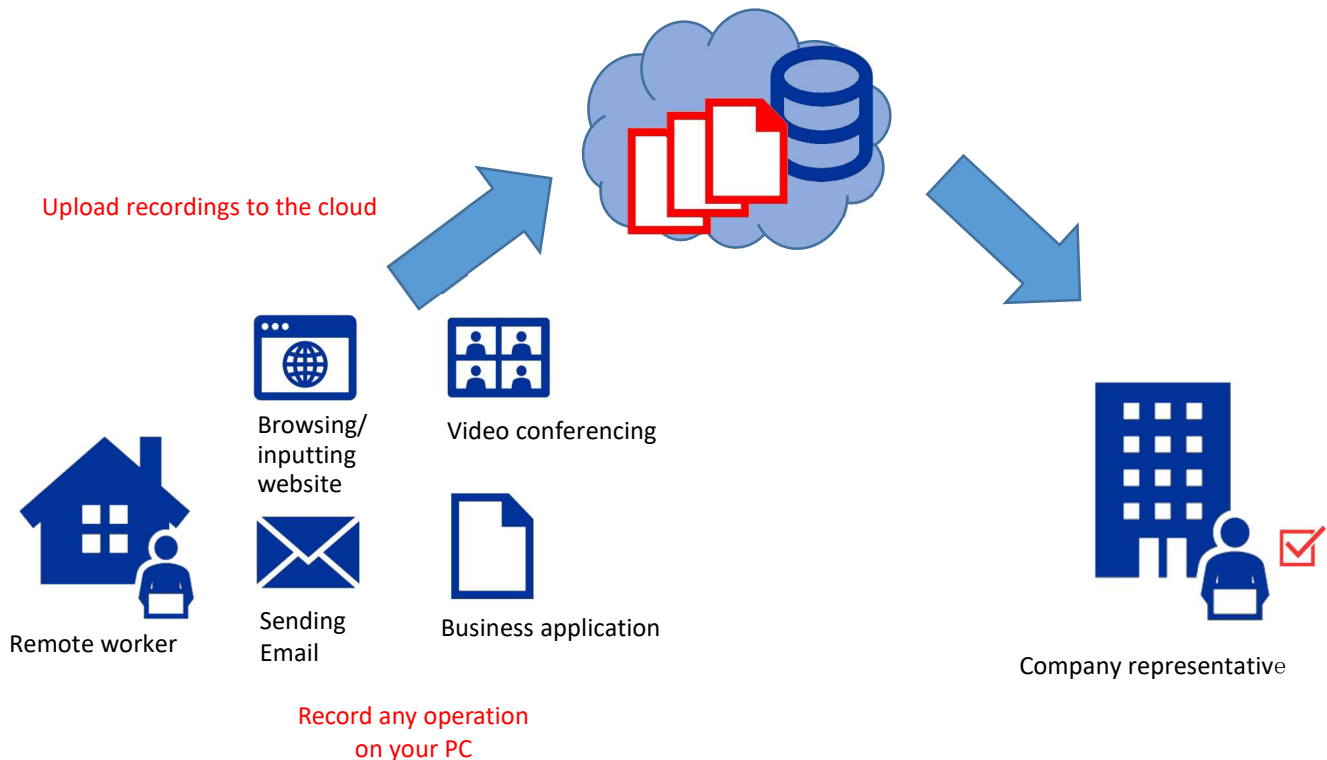
1.1 Before Use

1.1.1 Login Information

The administrator will send you the following information. Please keep them in a safe and secure place.

Login ID	ID for setting up TELESCOPE.
Upload-only password	Password for setting up TELESCOPE. See 2.3 for details.

1.1.2 Flow of Use

1. Install and setup TELESCOPE by this user manual. See 2.2 for details.

2. Launch TELESCOPE when you begin your work and start recording. Stop recording when work ends. See 2.3 for details.

2.   TELESCOPE Application

2.1   About TELESCOPE

2.1.1   Overview

TELESCOPE is a lightweight client application that is installed and resides on your computer. It records your screen in the background without interrupting your work, uploads recorded video to a cloud server after working hours and protects you from information leaks risk.

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

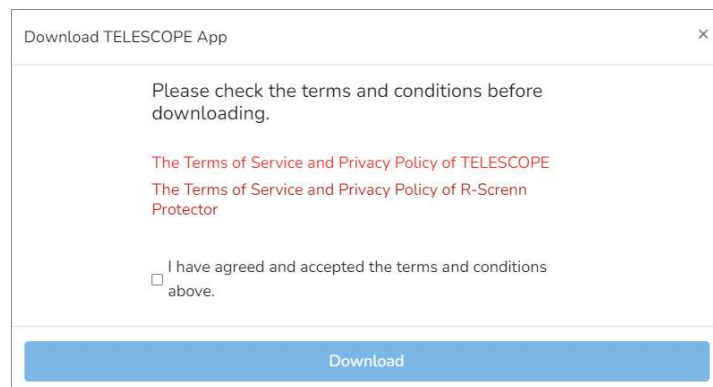Access the following URL from a browser.
URL：https://app.telescope-cloud.com/

The login screen appears.
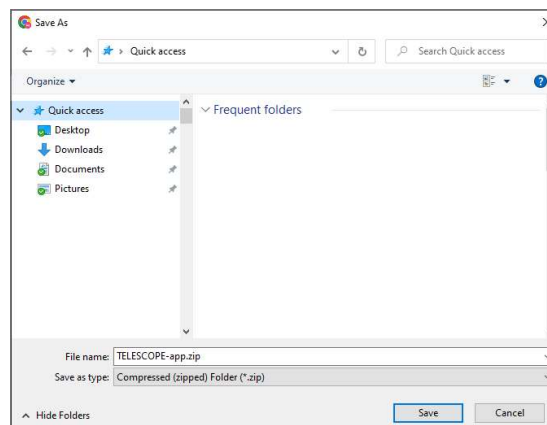Click "Get the TELESCOPE App here!" on the screen.
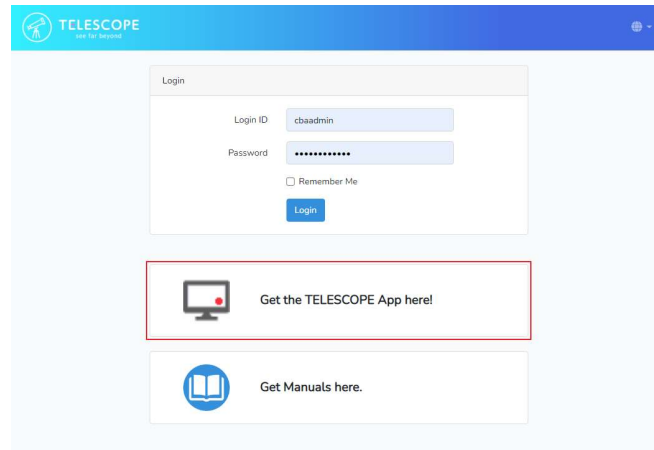
Read the "Terms and Conditions" and click "Download".

The "Save As" dialog appears. Specify the desired location and click "Save".
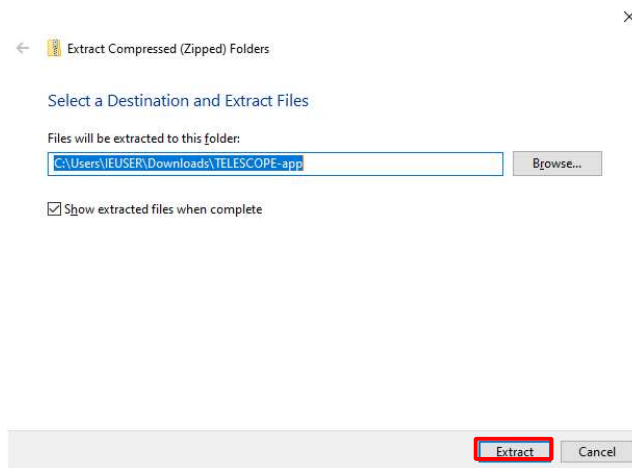In the figure below, the file saves in the "Download" folder.

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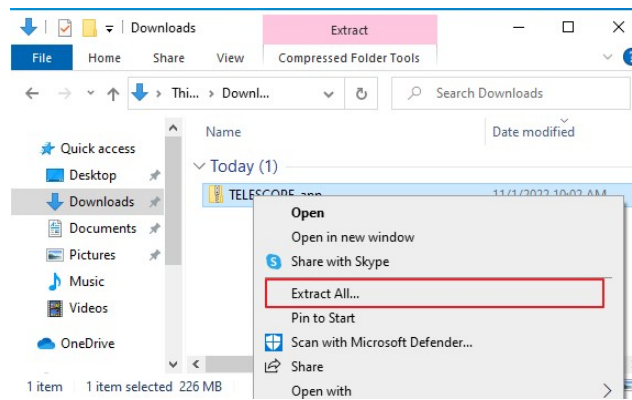
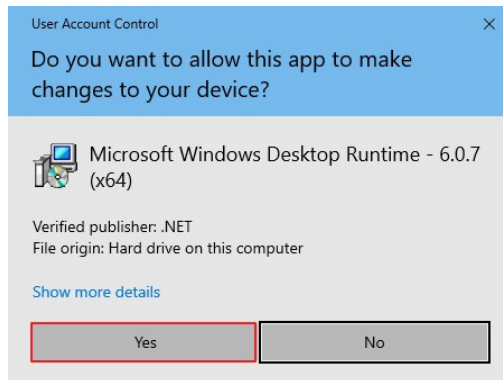Extract Compressed Folders screen appears. Select the folder and click "Extract".

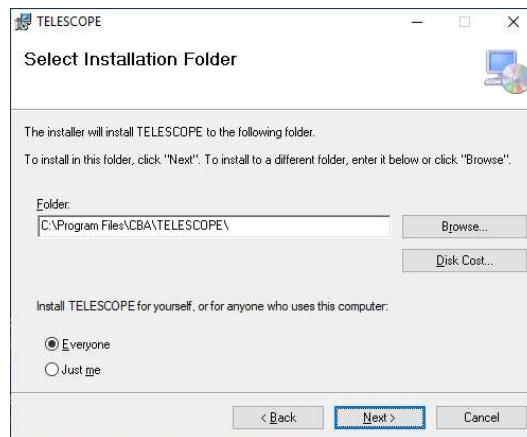The compressed file will unzip and a folder appears. Double-click "Setup.exe."

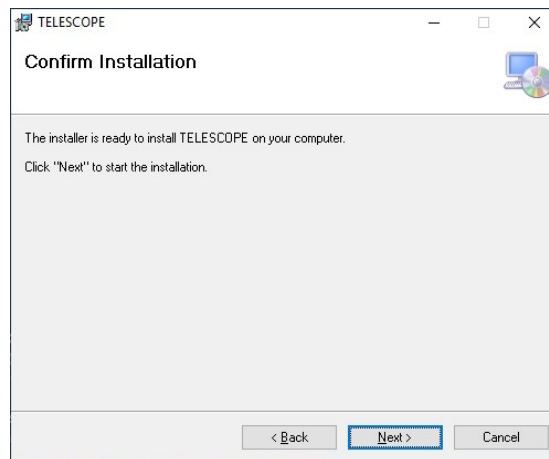.NET Runtime installation confirmation message appears. Click "Install".
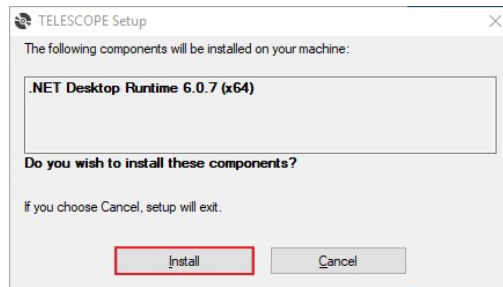
User Account Control confirmation message appears. Click "Yes".

Confirm the installation location and click "Next."

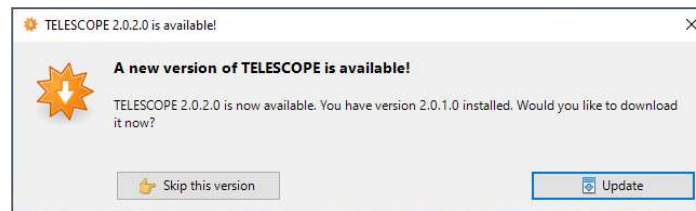Confirm to install TELESCOPE and click "Next".
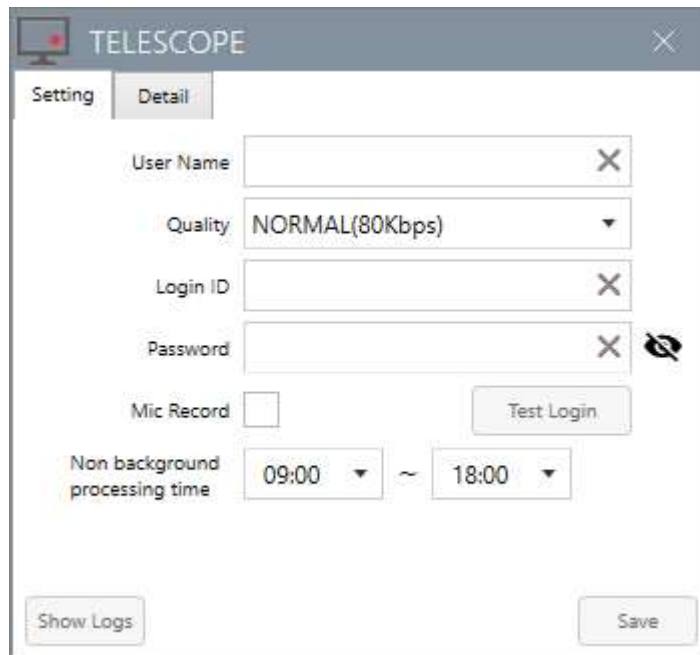
2.3 Initial Setup

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.

| User Name	Enter any username. The administrator identifies whose recording it is by this name on the management screen.
Quality	Select one of the following resolution qualities. 	Normal resolution	80Kbps	 	Low resolution	40Kbps	
Login ID	Enter the login ID provided by the administrator.
Password	Enter the upload-only password provided by the administrator.
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 TELESCOPE Site. *After entering or changing the login ID/password, always click this button to confirm that communication is successful.
Non background processing time	Recordings will not be uploaded to 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.
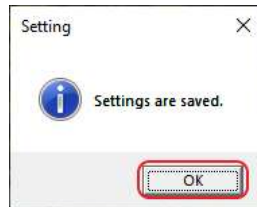
TELESCOPE application icon appears in the taskbar and task tray.

Next, the main TELESCOPE window appears in the lower right corner of the screen.
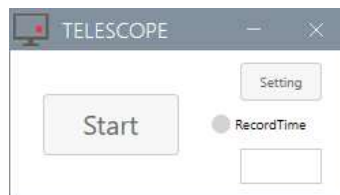
Now you are ready to start.

2.4   Use TELESCOPE
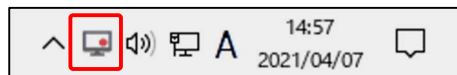
2.4.1   Start Recording
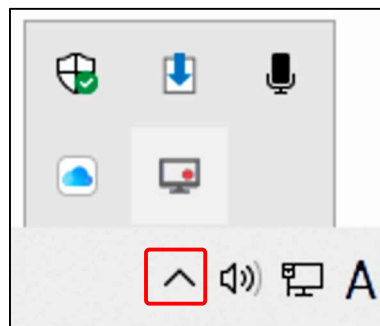
Click "Start" in the main window.

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.

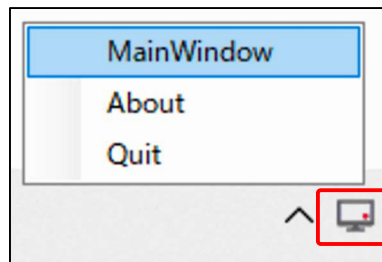Click "Stop" in the main window.

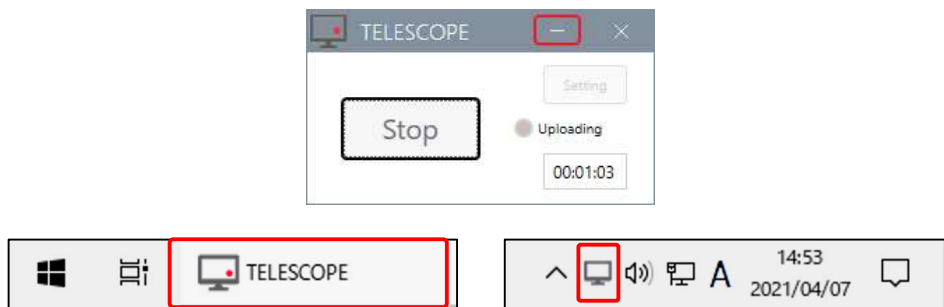
Recording stops.

2.4.3   Show/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.
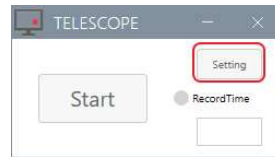

Click the "-" button on the main window to minimize the application to the taskbar and store it in the task tray.
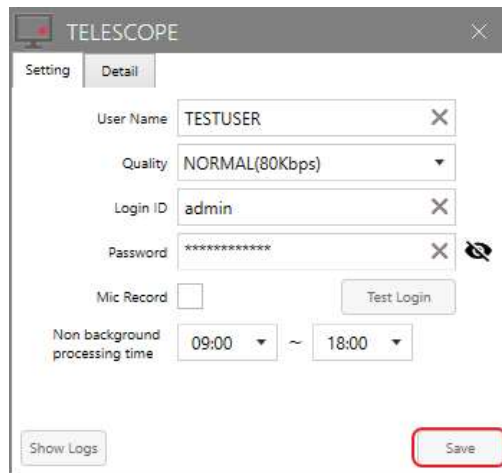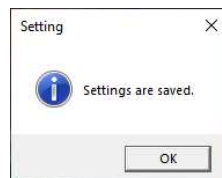
2.4.4   Change Settings

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.
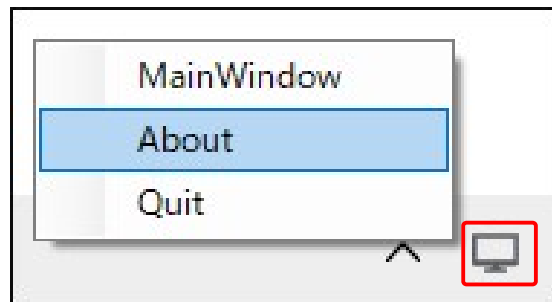

Click "OK" in a confirmation message box.
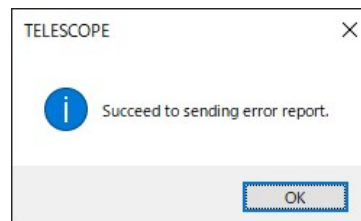
2.4.5   Send Error Report

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.

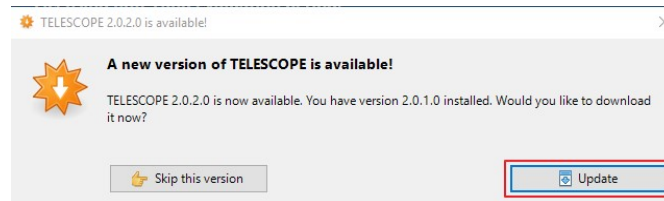Click "Send Error Report" in the About dialog.
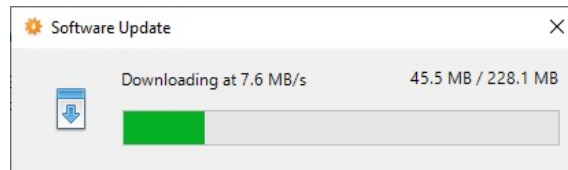
Click "OK" in a confirmation message box.
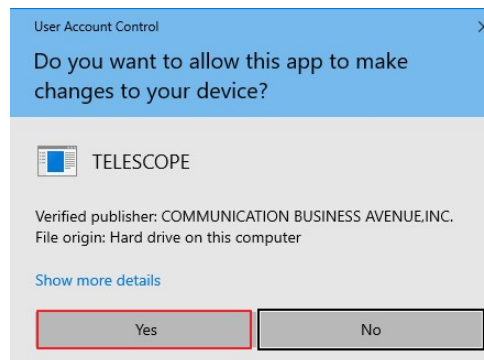
2.5 Updates

A software update notification may appear at startup.
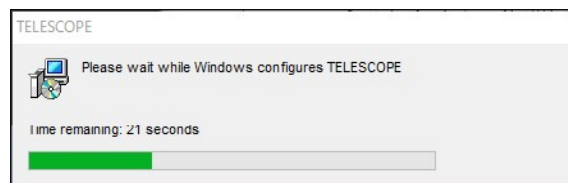

Download the software.

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

Installation proceeds.

After installation is complete, restart TELESCOPE.

3.   For More Information

3.1   Service Request

3.1.1   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