

Record a Meeting

The Desktop Recording and Meeting Playback feature is only available to scheduling organizers or promoted organizers.

Note: Although you can record screen sharing and audio, you cannot record [webcams](#) at this time.

Note: To avoid a recorded meeting with a blank screen, please ensure the presenter initiates some type of screen action (such as advancing a presentation slide) after clicking the **Start Recording** button. If recording begins before the presenter shares his or her screen and there is no screen action then the finished recording will only include a blank screen and audio.

► To configure recording settings

1. From the Recording pane click the **Settings** link.



2. From the Recording Preferences section:

- **Audio** - Allows you to enable or disable the audio recording feature. To record, choose which audio service you want to use for your meeting.

Note: Be sure to check your audio device settings under Audio in the left navigation.

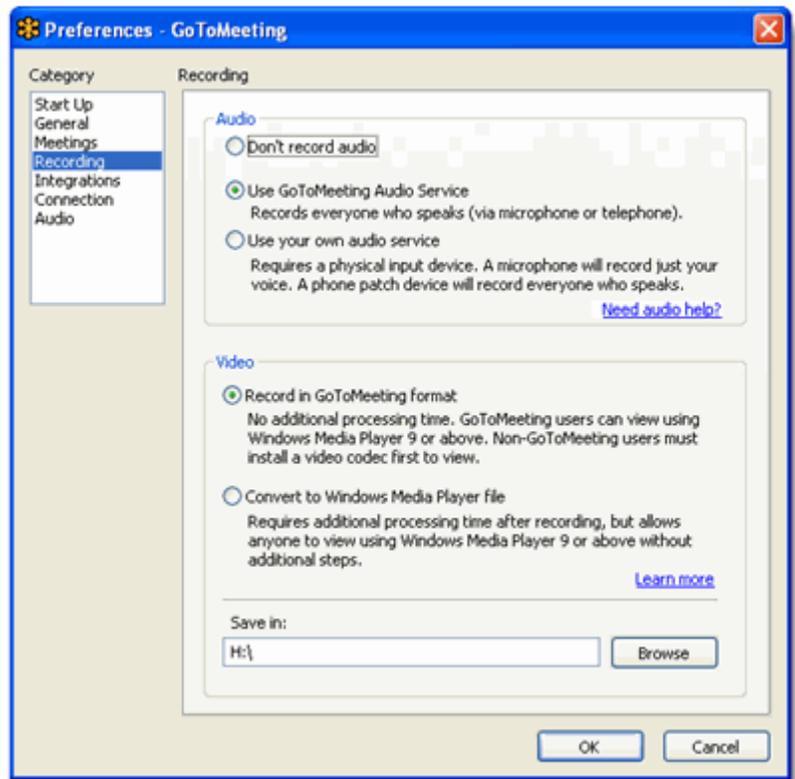
- **Video** - Allows you to select the meeting recording output format and destination for saving the file.
- **Save in** - Select the folder in which you want to save your recording.

3. Click **OK**.

Note: If you are using VoIP, see the [GoToMeeting Integrated Audio](#) section for information on testing your audio device.

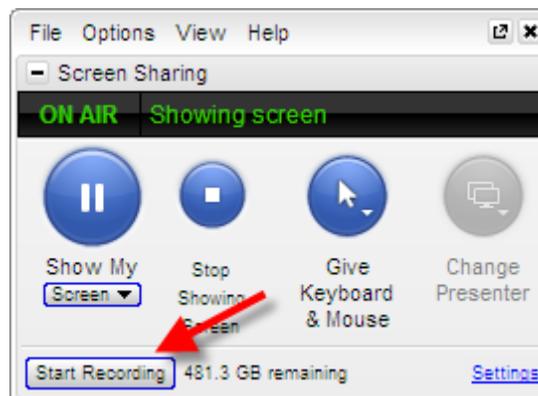
Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Note: You cannot change the input device setting or the "Save in" location setting once you have started to record a meeting. If you do not specify a destination location, the default is My Documents.



► To record a meeting

1. Click **Settings** in the Recording pane and confirm that your Audio and Video options are set appropriately. For detailed Audio and Video options, click on the [Need Audio Help](#) link and [Learn More](#) links respectively.
2. In the Save in section, click the **Browse** button to identify where you would like to save your recording.
3. Click **OK** to save your settings.
4. In the Recording pane, click the **Start Recording** button to begin recording.
5. Click **Show My Screen** to capture the video portion of the recording.
6. Click **File** and select **Exit - End Meeting**.



Note: Although you can record screen sharing and audio, you cannot record [webcams](#) at this time.

Note: The lower you set your monitor resolution, the better the quality of the meeting recording. A resolution of 1024 x 768 is ideal for optimal recording quality. Since the recording will scale to the highest resolution among the presenters in a recorded meeting, it is also recommended that all presenters synchronize their resolution settings to the same setting. Avoid displaying multiple monitors when recording a meeting.

Note: You must have at least 500 MB of space on the destination drive to record a meeting. If you have less than 500 MB of available space, GoToMeeting will display a warning when recording begins. If space drops to 100 MB, recording will be automatically stopped and you will receive a warning message. If you have selected to convert your recording to Windows Media format, you will need 1GB (twice as much space). The Remaining field in the Recording pane refers to the amount of space available for recording that is listed in the Recording Preferences Save In field.

Play a Recorded Meeting

GoToMeeting creates 1 recording file per meeting. If you stop and start a recording during the course of a meeting, each recorded segment will be appended to the recording file in progress for that meeting.

► To replay a meeting recorded on a Windows in the GoToMeeting format

1. If you haven't already, end the meeting that you are recording and GoToMeeting will automatically save your file with the date and time noted after the name that you gave the meeting upon scheduling it. Impromptu meetings will be named with the date and time of the meeting followed by **Meet Now**.
2. Navigate to the directory that is listed in the **Save in:** field under the Preferences Recording tab.
3. Click the file name to start the replay.
4. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

Note: You must have GoToMeeting installed, or download the GoToMeeting codec to view a meeting recorded in the GoToMeeting format. Visit <https://www1.gotomeeting.com/codec> to download the codec. Mac users cannot view meetings recorded in GoToMeeting codec format.

Note: Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

▶ **To replay a meeting recorded on a Windows in the Windows Media format**

1. If you haven't already, end the meeting that you are recording.
2. GoToMeeting will save your file with the name that you gave the meeting upon scheduling it or **Meet Now** plus the date and time of the meeting and will immediately begin converting the recording file into the Windows Media format.
3. Upon completion of the conversion process, navigate to the directory that is listed as the **Save in:** field under the Preferences Recording tab.
4. Click the file name to start the replay.
5. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer Window for best replay quality.

Note: The conversion process begins automatically, immediately after you end a recorded meeting in the Windows Media format. Allow time for the conversion to take place. The time needed is dependant upon video content, CPU speed and amount of memory available. Due to the use of CPU resources, you may have to wait until the conversion process is complete to resume use of the computer. GoToMeeting converts the recorded meeting into a Windows Media Player file after the meeting is over, instead of recording directly to Windows Media format. This ensures that, the impact on CPU resources doesn't bog down the computer during the meeting.

Note: Playing a recorded meeting back before ending the meeting may cause abnormal playback behavior. Be sure to end the meeting before playing it back.

▶ **To replay a meeting recorded on a Mac in .MP4 format**

1. After converting your recording using the [GoToMeeting Recording Manager](#), either click the Magnifying Glass icon  next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored (by default recordings are stored in /Users/<current user>/Documents/Recordings).
2. You can play the recording on a Mac by double-clicking the .MP4 file in Finder. You can share the .MP4 file via email, YouTube, Vimeo, etc., and anyone can view it.

System Requirements

Please check to see that you meet the minimum system requirements and that you have the [equipment you need](#) before downloading the latest version of GoToMeeting.

What are the system requirements for running GoToMeeting?

Windows

Operating system	Windows 2003 Server Windows XP Windows Vista Windows 7
Processor	2.4GHz or more
RAM	2GB or more
Internet	DSL or better
Bandwidth	700Kbps or more for simultaneous screen sharing, video and audio conferencing
Browser	Internet Explorer® 7.0 or newer Mozilla® Firefox® 4.0 or newer Google Chrome™ 5.0 or newer
Additional software	JavaScript™ Java™ 1.6 or higher recommended

Mac

Operating system	Mac OS® X 10.5 (Leopard®) Mac OS® X 10.6 (Snow Leopard®) Mac OS® X 10.7 (Lion®) Mac OS® X 10.8 (Mountain Lion®)
Processor	2.4GHz Intel processor (Core 2 Duo)
RAM	1GB
Internet	DSL or better
Bandwidth	700Kbps or more for simultaneous screen sharing, video and audio conferencing
Browser	Safari™ 3.0 or newer Mozilla® Firefox® 4.0 or newer Google Chrome™ 5.0 or newer
Additional software	JavaScript™

iOS

Device	iPad® 1 or newer iPhone® 3GS or newer iPod® Touch (3rd generation) or newer
Operating system	iOS 4.2 or newer
Internet	WiFi recommended for VoIP
Additional software	Free GoToMeeting App from the App Store

Android

Operating system	Android 2.2 or higher
Processor	1Ghz CPU or higher recommended
Internet	WiFi recommended for VoIP
Additional software	Free GoToMeeting App from the Google Play Store

What equipment do I need to use GoToMeeting?

All you need to start using GoToMeeting are the following:

- Windows or Mac computer
- Internet connection (broadband is best)
- Microphone and speakers (built-in or USB headset)
- Webcam to use GoToMeeting with HDFaces

Most computers have built-in microphones and speakers, but you will get much better audio quality if you use a headset or handset. You can also make calls on your landline or mobile device