

Using Lync to Record a G2A Session:

It is possible to record a G2A session using Lync, below are the steps to do so. These instructions can also be used to record your own display if you are reproducing an issue on your system that you want to record.

1. Open Lync.
2. From the Menu Bar select Meet Now.
3. Choose any Audio Options you want to use and click OK.
4. A Group Conversation window will open.
5. Select Share and choose Program.
6. From the Share Programs Dialog, select the G2A Session you have open with a customer.
7. From the Actions Menu Bar Select Start Recording.
8. The G2A session will now be recording.
9. When you are ready to stop recording, from the Actions Menu Bar select Stop Recording.
10. A Stop Recording dialog box will appear, enter a Recording title and select the tick box labelled "Also create a version that you can publish to others" and then click OK.
11. To view your recording, from the Actions Menu Bar select Manage Recordings.

The Lync recording will be available immediately, however it must be converted to .wmv format and this can take some time (a status bar will display in the Recording Manager). Once the conversion has completed, you can distribute the recording.