

<https://collaborationhelp.cisco.com/article/en-us/e8gd1b>

## Install the Webex Network Recording Player

If you are playing back recordings that you have downloaded to your local computer, you may need to install the Network Recording Player. However, if you have received a link to a Webex recording, you can select the link to stream and view the recording without downloading the Network Recording Player.

To ensure the best possible compatibility, hosts should only use the player available from their own Webex site.

If you do not have a host account, you can download the Network Recording Player by going to <https://www.webex.com/play-webex-recording.html> and selecting ARF Player.

1 Log in to your company's Webex site.

For example: SITENAME.webex.com.

2 Select one of the service tabs (for example, Webex Meetings, Webex Events, or Webex Training).

3 From the left navigation, select Support > Downloads.

4 On the Downloads page, under Recorder and Players, select Recording and Playback.

On the Recording and Playback page, select the Windows or Mac OS X Download link for the Network Recording Player for Advanced Recording Format (.arf) files.

	for .ARF	for .WRF
5  Windows	<a href="#">Download</a> (17MB)	<a href="#">Download</a> (Recorder+Player, 7MB)
 Mac OS X (Intel)	<a href="#">Download</a> (14MB)	<a href="#">Download</a> (Player only, 4MB)

\* For audio playback, a sound card and speakers, or a headphone jack and headphones, are required.

6 Select Run.

7 Follow the instructions in the wizard to install the Network Recording Player.

## How do I Download a Network-Based Recording?

Only the meeting host can download a Network-Based recording.

Log in to your [cwru.webex.com](https://cwru.webex.com) site.

Select My Webex > My Meetings > My Recorded Meetings.

To the right of the recording topic you wish to download, select more and then download.

The file will be saved to your download folder.

## How do I Convert a Network-Based Recording to MP4 Format?

### Before You Begin

Ensure you have the Webex Network Recording Player for Advanced Recording Format (ARF) installed and you have downloaded the recording to convert to your computer.

[Link to Google Drive for exe.](#)

[https://drive.google.com/drive/folders/1NOB885M\\_CHpMJfH1VAPgrboSxXuh3OoO?usp=sharing](https://drive.google.com/drive/folders/1NOB885M_CHpMJfH1VAPgrboSxXuh3OoO?usp=sharing)

### IMPORTANT NOTE!

The conversion of a Webex recording to Windows Media Format or Flash-format (ARF only) requires a Windows-based application. Webex recordings can be played back on a Mac, but they cannot be converted on a Mac.

Open Network Recording Player

Open File you Downloaded too, then navigate to the recording that needs to be converted.

After the recording loads, select **Pause** to pause the recording.

Go to File > Convert... > MP4 (MPEG-4 Format)....

If this option is grayed out for you, it is because you are trying to convert a streaming recording. Download the file to your computer and try again.

If you need to install a conversion tool the following window appears. You will be prompted to enter your login information for your Webex Meetings Host account and select Continue to download the tool and convert your recording.



The Convert to MP4 (MPEG-4 Format) window appears.

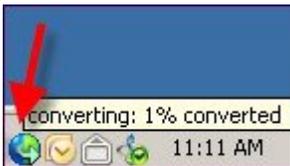
- **Site URL** **cwru.webex.com**
- **Case ID (xxx)**
- **Webex Login Password**
- **Wait for SSO Login Screen to Appear**
- **Enter Your Login Information for CWRU**

You should only have to enter this information on your first conversion to MP4

Set Name and location to save MP4 to.

Select Okay

You can check the conversion progress by mousing over the conversion icon in your system tray.



Once your recording is converted to MP4 format, you may play the converted file on any iOS or Android device that supports MP4 playback.

### Important Note!

The conversion time will take as long as the recording is in minutes. You will be notified when the Conversion is completed. Do not logout or stop the conversion until it is completed.