Using Zoom captions

Zoom's automated captions allows your participants to view closed captions / subtitles and a transcript of what is said during a meeting. The transcript can also be saved at the end of the meeting.

Closed captions improve accessibility for participants who may be following the meeting in loud environments, may not have access to headphones or speakers, or might otherwise benefit from hearing and seeing the content simultaneously.

Requirements and limitations

- *Automated captions* and *transcription* must be enabled in your UM Zoom account settings. By default, these are enabled for all UM users.

- The host needs to enable *Captions* during the meeting for viewers to be able to see the closed captions, as well as access the transcript. Any verbal conversation that takes place prior to enabling the feature will not be transcribed.

- You need to use the Zoom client (app) to use *Captions* / *Live Transcription* during a meeting. *Captions* cannot be enabled if, as the host, you join the meeting via the web browser. Once enabled, your participants can view the captions whether they're using the Zoom client (app) or their web browser.

- *Captions* cannot be started from Zoom for Linux.

- *Captions* / *Live Transcription* supports several languages such as English, Italian and French.

- The accuracy of captions / transcription depends on many variables such as background noise, volume and clarity of the speaker's voice, speaker's proficiency with the language, and lexicons / dialects specific to a region or community.

Alternatively, captions can also be provided as follows:

1. The host or another participant can manually type closed captions during ongoing meeting discussions (refer to Section B).

2. Using an integrated third-party closed captioning service.

In this guide you will learn how:

- Hosts can enable automated captioning

- Hosts can assign participants to manually transcribe the meeting

- Users can access closed captions and/or the transcript during a Zoom meeting

A. Enabling automated captions during meetings

The host must enable **Captions** for participants to be able to view the closed captions and transcript.

1. During the meeting or webinar, click the **Captions** button on the Zoom control bar.

2. Choose **Enable captions** to allow the participants the possibility of displaying captions at their discretion.
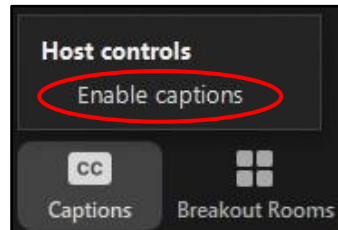
Subsequently, participants will have the **Show captions** button available on their Zoom control bar. Participants can easily show / hide captions anytime during the meeting.
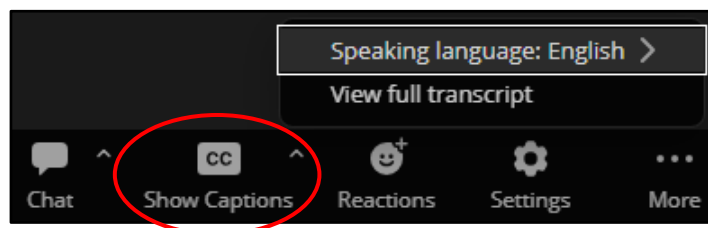
Clicking the arrow button adjacent to the **Show / Hide Captions** button allows participants to access the full transcript.

> **Note:**
> *   If the meeting is being recorded and you have enabled captioning, a copy of the transcript is made available in the same location of your recorded meeting.

To disable **Captions**:

1. During the meeting or webinar, click the arrow adjacent to the **Show / Hide Captions** button on the Zoom control bar.
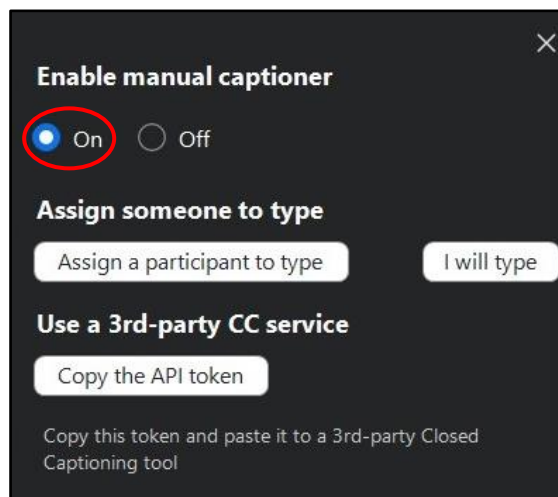
2. Choose **Disable captions**.

B. Assigning manual closed captioning

During a meeting, as the host, you can assign someone (including yourself) to type the captions manually.

1. Click on the arrow next to the **Show / Hide Captions** button.

2. Choose the **Set up manual captioner…** option.


The following dialog box is displayed.

3. Ensure that the **Enable manual captioner** option is set as **On**.

4. If you are the host and will provide the closed captions yourself, click the **I will type** button.

5. To assign another participant to provide the closed captions from their end, click the **Assign a participant to type** button.

    The *Participants* pane will be displayed on the right side of the screen.

6. Click the **3-dot** button adjacent to the participant's name who you wish to assign and choose **Assign to Type Closed Caption**.
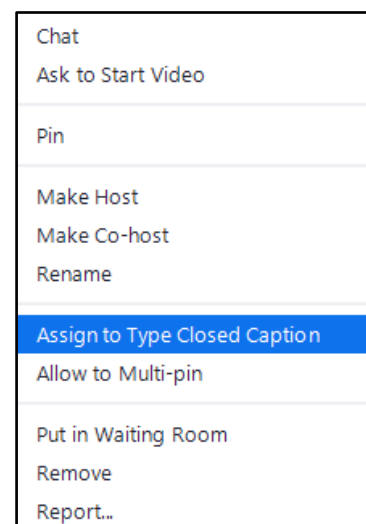
A message is displayed on the respective participant's screen, informing them that the host has assigned them to type closed captions.

7. The respective participant can click on the message displayed to open the *Closed Caption – Broadcasting* dialog box. Alternatively, they can click the arrow next to the **Show / Hide Captions** button and choose **Show captions window**.
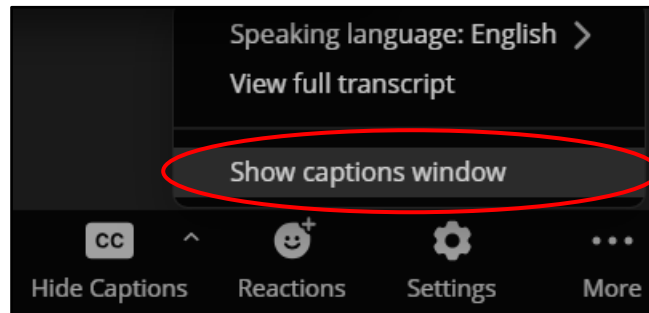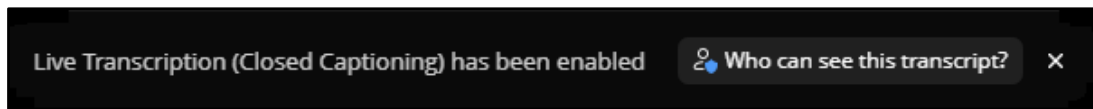

Subsequently, they can start typing within the designated text field.
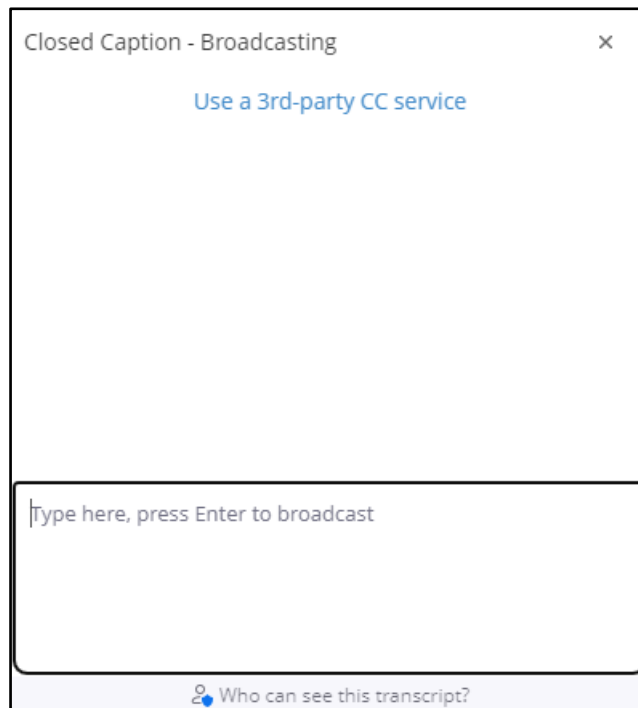
C. Accessing the closed captions and/or transcript during a Zoom meeting

If the meeting host enables closed captions during a meeting, all participants will be informed immediately, as the message ***Live Transcription (Closed Captioning) has been enabled*** is displayed at the top of their screen.
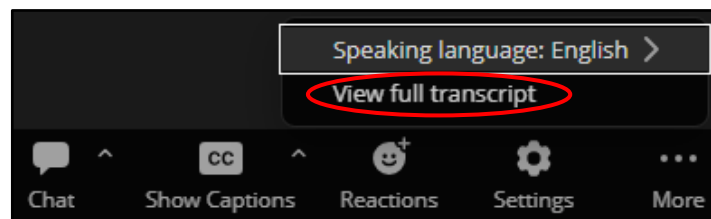

To view the closed captions:

1. Click the **Show Captions** button within the Zoom control bar.
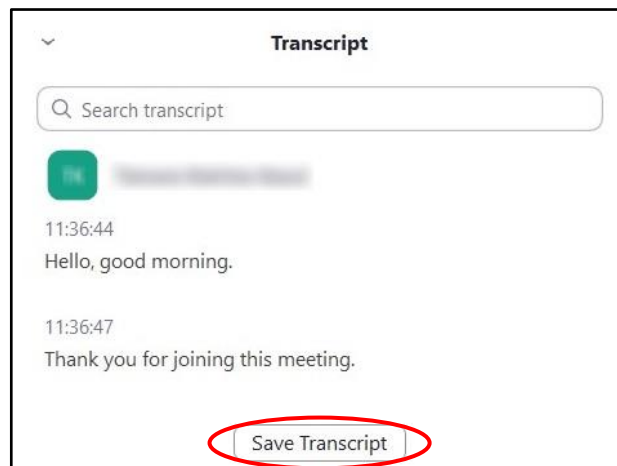

The closed captions will be shown accordingly at the bottom of the screen.

To view the full transcript:

1. Click the arrow next to the **Show / Hide Captions** button.

2. Choose **View full transcript**.

The *Transcript* pane is displayed on the right-hand side of the screen.

You can save the full transcript by clicking on the **Save Transcript** button. When prompted that the transcript has been saved successfully, you can click the **Show in Folder** link to locate the text file.

Note:

- You can change the font size and colour of the closed captions during a Zoom meeting, as follows:

    1. Click the arrow next to **Start / Stop Video**.

    2. Choose **Video Settings….**.

        The *Settings* dialog box is displayed.

    3. From the menu on the left, click **Accessibility**.

    4. Under the *Closed Caption* section, move the **Font size** slider to adjust the font size as needed.

    5. Choose the preferred **Caption color**.