

Zoom Closed Caption Instructions

Closed Caption Host Instructions

Automated Captions (Live Transcription)

- Zoom's system automatically generates captions
 - Good for general use, but accuracy can vary

• **** Hosts must have the Closed Captions feature enabled on their Account to use this feature. Please contact ICTS with any questions.****

Set and forget: Only need to do this once.

Translated Captions in Zoom

Supported languages for translated captioning

Note: only Arabic and Spanish are supported of Cambridge's 5 top languages.

The following languages are supported for translated captions and can be translated between most* of the listed languages:

- Arabic , Cantonese, Chinese (Traditional), Chinese (Simplified), Czech, Danish, Dutch, English, Estonian, Finnish, French (Canada), French (France), German, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Malay, Persian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, Tagalog, Tamil, Telugu, Thai, Turkish, Ukrainian, Vietnamese

Enabling and Managing Automated Captions (Live Transcription):

1. Locating the "CC" Button:

- Within your active Zoom meeting window, look for the "CC" or "Live Transcript" button. It's typically located in the meeting controls toolbar at the bottom of your screen. If you don't see it immediately, click the "More" button (which looks like three dots) to reveal additional options.

2. Starting Live Transcription:

- Clicking the "CC" or "Live Transcript" button will present you with several options. Choose "Enable Auto-Transcription" or a similar phrase.

- Zoom will then begin generating captions based on the spoken audio.

3. Managing Automated Captions:

- After enabling, the "CC" button will often provide further options for managing the captions. These might include:
 - Show/Hide Subtitles: This allows you to toggle the visibility of the captions on the screen.
 - View Full Transcript: opens a side panel that shows the entire text of what has been said, not just the live captions.
 - Subtitle Settings:
 - Subtitle Size: Adjust the size of the caption text.
 - Speaking Language: This is crucial for accuracy. Select the primary language being spoken in the meeting. Zoom will attempt to transcribe based on this language. If multiple languages are being used, the accuracy will be reduced.
 - Save Transcript: Zoom allows the saving of the transcript, after the meeting has ended.

4. Setting the Speaking Language:

- The accuracy of automated captions is highly dependent on Zoom correctly identifying the language being spoken.
- If the language setting is incorrect, the captions will be inaccurate and potentially nonsensical.
- Always verify and set the correct speaking language before or during the meeting. This setting is found in the subtitle settings, after clicking on the CC button.

5. Troubleshooting:

- If the captions are consistently inaccurate, ensure that:
 - Participants are speaking clearly and at a moderate pace.
 - Background noise is minimized.
 - Microphones are functioning correctly.
 - That the correct language is selected.