Using Zoom’s Live Transcription to provide Captioning

Zoom offers several different options to create closed captioning in meetings and webinars to provide subtitles of all the spoken in-meeting communication. Captions can be added manually by a typist during the meeting; created using the live transcription feature; or they can be provided by an integrated 3rd-party service. Zoom’s Live Transcription feature easily and automatically provides both a transcript and captioning and is the subject of this how-to.

Step-by-step guide

To enable closed captioning for meetings:

1. Sign into the Zoom portal at uga.zoom.us
2. From the menu on the left, select Settings.
3. Click the Meeting tab.
4. Under In Meeting (Advanced), confirm that Closed captioning is turned on.
5. If not, use the toggle switch to enable it. If a verification dialog box appears, click Enable to verify the change.
6. Select Enable Live Transcription.
7. Optional: if you would like participants to be able to see the transcript, select Allow Viewing of Full Transcript in the in-meeting sidepanel.

To start Live Transcription in meetings:

1. In a meeting or webinar you are hosting, go to your toolbar and click the Live Transcriptions button (CC).
2. Select Enable Auto-Transcription from the pop-up menu.

Zoom will immediately begin creating a transcript and providing captions.

Important: To view the captions, participants must also click Live Transcriptions (CC) and select Enable Auto-Transcription.

About Live Transcriptions

The Live Transcriptions feature is very convenient but it has some limitations. Currently it only supports English, and the feature’s accuracy is dependent on a number of factors, including but not limited to background noise levels in the room, the volume of the speaker’s voice and their proficiency with the language, or a speaker’s regional dialect and accent.

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