

Live transcription (subtitles) in Zoom meetings

Zoom has now teamed up with a service called Otter.ai which provides automated transcription of Zoom meetings. Basic use of this service is free for anyone with a paid for Zoom account. It's great for times when you cannot pay for good quality captioning, but does get things hilariously wrong sometimes!

We recommend that you turn this on in all meetings to provide a basic level of accessibility. Participants can easily show or hide the captions themselves.

First set up auto live transcription on the account (a one-off task; see end of this briefing). Then it can be initiated at the start of each meeting

Enabling live transcription in a meeting

This needs doing at the start of every meeting. It only works in the main meeting room; i.e. not in breakout rooms. If someone needs it then use the main room as one of your breakout rooms.

Instructions for host once in the meeting:

1. click on "CC Live Transcript" in the Zoom meeting controls (if you can't see it click on the 'More' icon)
2. Select Enable Auto-Transcription
3. Captions will now appear at the bottom of your video but you need to they do not automatically for participants
4. Tell participants live-transcription is available and how to enable them.

Instructions for participants:

1. click on "CC Live Transcript" in the Zoom meeting controls (if you can't see it click on the 'More' icon)
2. Select "show subtitles"
3. Captions will now appear at the bottom of the video.
4. Captions can also be turned off by selecting "hide subtitles" in step 2

Other caption settings (this needs to be done by each participant):

- To view the whole transcript in a separate window, click on "CC Live Transcript" and select "View Full Transcript". A panel opens with captions in real-time with both the speaker's name and time stamp. From here it is also possible to save the transcript. If there are any concerns with participants being able to do this, this should be disabled.
- To change size of subtitles, click on "CC Live Transcript" and select "Subtitle Settings" and chose the large font. (you can also adjust the text size of the chat from here)

Best Practices for Using Auto Live Transcription

These tips actually provide good practice for being heard in a Zoom meeting but are particularly important for transcription.

- Consider using a headset that has a microphone built-in, it will clear up the quality of your audio for the live transcription.
- Listen to the room you are in and consider during down/off anything that makes a considerable amount of background noise.
- Speak slowly, it will help the system capture the words you are saying
- If there are any loud disruptions (i.e. fire truck/train driving by) pause and hold your thoughts until the noise passes.

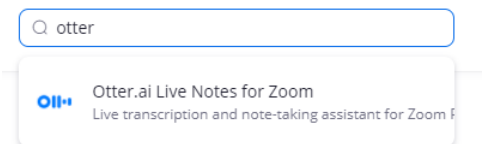
Setting up Auto Live Transcription on an account

This needs to be done once only in the Zoom web interface. Instructions can be found here:

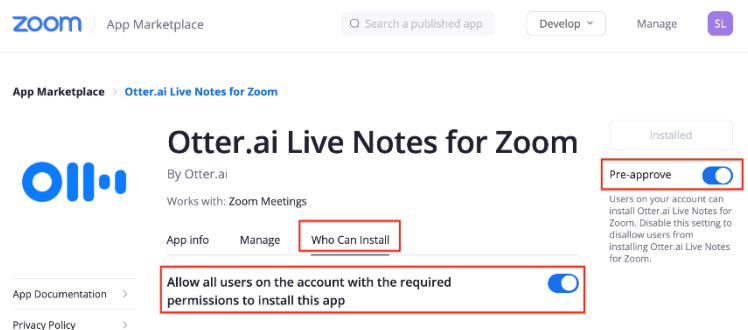
There is a step missing in the above. Also under 'Personal' and 'Admin' settings within the Zoom web interface, you need to select the option for 'Closed captioning'

A. Pre-approve Otter in Zoom Marketplace

1. Go to <https://marketplace.zoom.us/> and sign in with your Zoom login details.
2. At the top of the screen, search for Otter
3. Click on Otter.ai Live Notes for Zoom



4. Turn on **Pre-approve**.
5. In the **Who Can Install** tab, turn on **Allow all users on the account with the required permissions to install this app**.



B. Allow live streaming in Zoom web portal

1. Sign in to the **Zoom web portal** (<https://zoom.us>)

2. Under **Admin**, click **Account Management**, and then click **Account Settings**.

In the **Meeting** tab, configure the following settings:

- Allow live streaming of meetings: **Enabled**
- Custom Live Streaming Service: **Enabled**
- (Optional) Enter "Otter.ai" in the text box

The screenshot shows the Zoom Admin console interface. On the left, the 'ADMIN' menu is expanded to 'Account Management', and 'Account Settings' is highlighted. The main content area shows 'In Meeting (Advanced)' settings. The 'Allow live streaming meetings' toggle is turned on. Underneath, 'Custom Live Streaming Service' is selected, and a text box contains 'Managed by otter.ai'.

3. Also under **Admin**, search for "Closed captioning":

- **Enable** closed captioning
- Allow use of caption API Token...: **Enabled**
- Enable live transcription service...: **Enabled**

The screenshot shows the 'Closed captioning' settings in the Zoom Admin console. The 'Closed captioning' toggle is turned on. Below it, there is a description: 'Allow host to type closed captions or assign a participant/3rd-party service to add closed captions'. Two checkboxes are checked: 'Allow use of caption API Token to integrate with 3rd-party Closed Captioning services' and 'Enable live transcription service to show transcript on the side panel in-meeting'.

4. Under **Personal**, click **Settings**.

5. In the **Meeting** tab, configure the following settings:

- Allow live streaming meetings: **Enabled**
- Custom Live Streaming Service: **Enabled**
- (Optional) Enter "Otter.ai" in the text box

The screenshot shows the Zoom account settings interface. On the left, a sidebar menu has 'PERSONAL' selected, with 'Settings' highlighted in blue. The main content area is divided into sections: 'Schedule Meeting', 'In Meeting (Basic)', 'In Meeting (Advanced)' (highlighted with a red box), 'Invitation Email Branding', 'Email Notification', and 'Admin Options'. To the right, the 'Allow live streaming meetings' section is expanded, showing a toggle switch turned on, radio buttons for 'Facebook', 'Workplace by Facebook', and 'YouTube', and a checked radio button for 'Custom Live Streaming Service'. Below this, there is a text input field containing 'Managed by otter.ai'.

5. Also under **Personal**, search for “Closed captioning:

- **Enable** closed captioning
- Allow use of caption API Token...: **Enabled**
- Enable live transcription service...: **Enabled**

The screenshot shows the 'Closed captioning' settings in Zoom. The title 'Closed captioning' is highlighted in orange. To the right is a blue toggle switch. Below the title, the text reads: 'Allow host to type closed captions or assign a participant/3rd-party service to add closed captions'. There are two checked checkboxes: 'Allow use of caption API Token to integrate with 3rd-party Closed Captioning services' and 'Enable live transcription service to show transcript on the side panel in-meeting'.

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