

CLOSED CAPTIONING IN ZOOM FOR PARTICIPANTS (Updated 3/24/2021)

Why Closed Captioning

Recently, Zoom upgraded its Closed Captioning or Live Transcription. We are taking advantage of this feature because we have members with hearing loss. Closed captioning allows those who need it to view a live transcription of the presentation or discussion, which can greatly enhance understanding. Zoom's closed captioning, as with much other transcription software, is based on artificial intelligence. It's not perfect, but it appears quite accurate. If you have hearing loss, we welcome your feedback on how well/poorly the closed captioning works for you.

Zoom's closed captioning is currently available only in English and is not available in Breakout Rooms.

How Closed Captioning Works in Zoom

Zoom uses settings to control options in a meeting. There are settings for the meeting which OLLI controls and there are settings which the user controls.

- In order for Closed Captioning to be available in a Zoom meeting, Closed Captioning must be enabled for the overall account and for the license for the meeting. OLLI has taken care of that. We are enabling Closed Captioning in all of our Zoom meetings—classes, lectures, and meetings.
- In order for you, as a user, to take advantage of Closed Captioning, you must turn it on in each of your meetings. See specific instructions below on how to do so.
- The Study Group Leader does not need to show Closed Captioning on her/his screen for a user to see Closed Captioning. In fact, the closed captioning can interfere with the display of PowerPoint presentations. So, typically, the SGL should turn off Closed Captioning on her/his screen.

On a Desktop or Laptop Computer

Enabling Closed Captioning for Your Own Use

You can view subtitles throughout a class. You also can control the size of the font, the position of the captioning, and view or download a transcript of the class.

- To show subtitles, click the carat to the right of the **CC Live Transcript** in the main menu. A submenu pops up. Click **Show Subtitle**.
- To move the closed caption, which appears in the bottom middle of the screen, drag it to any other position on your screen.
- To change the font size, click the carat to the right of the **CC Live Transcript** in the main menu, then click **Zoom Settings**, then click **Subtitle Settings**. A box pops up. Make

sure **Accessibility** is selected on the left. In the **Closed Caption** section on the right, **drag the blue button to the size you desire** (Normal, Medium, or Large).

- To view a transcript of the meeting up to that point, click the carat to the right of the **CC Live Transcript** in the main menu, then click **View Full Transcript**. Click **Close Transcript** to close it.
- To save a transcript of the entire meeting, click the carat to the right of the **CC Live Transcript** in the main menu, then click **Save Transcript**. Click **Show in Folder** to identify the folder on your computer to which the transcript has been downloaded, typically a Zoom folder within your Documents folder.

Turn Off Closed Captioning

If you don't need/want to use closed captioning, you can hide it by clicking on the carat to the right of the **CC Live Transcript** in the main menu. A submenu pops up. Click **Hide Subtitle**.

On a Tablet

Enabling Closed Captioning for Your Own Use

You can view subtitles throughout a class. You also can control the size of the font, the position of the captioning, and view or download a transcript of the class.

- Tap the screen.
- Tap the Settings icon (the gear).
- Tap Meeting.
- Toggle Closed Captioning to on. When you are in a meeting where closed captioning or live transcription is available, they will automatically appear at the bottom of the screen.


Turn Off Closed Captioning

If you don't need/want to use closed captioning, you can hide it.

- Tap the screen.
- Tap the Settings icon (the gear).
- Tap Meeting.
- Toggle Closed Captioning to on. When you are in a meeting where closed captioning or live transcription is available, they will automatically appear at the bottom of the screen.

On a Smart Phone


Turn On Closed Captioning

- Sign in to the Zoom mobile app.
- Tap the **Settings** icon 
- Tap **Meeting**.
- Toggle **Closed Captioning** to On.

When you are in a meeting where closed captioning or live transcription is available, they will automatically appear on the bottom of the screen.

Turn Off Closed Captioning

If you don't need/want to use closed captioning, you can hide it.

- Sign in to the Zoom mobile app.
- Tap the **Settings** icon 
- Tap **Meeting**.
- Toggle **Closed Captioning** to Off.

When you are in a meeting where closed captioning or live transcription is available, they will automatically appear on the bottom of the screen.