



Enabling Live Transcription

Prerequisites

Zoom desktop client for Windows, macOS: version **5.0.2** or higher

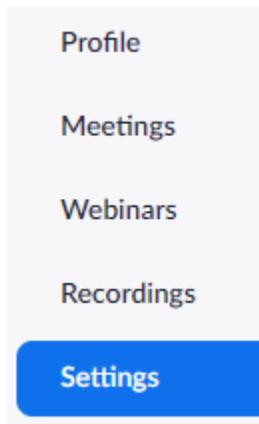
Zoom mobile app for Android and iOS: version **5.0.2** or higher

First you will need to enable Live Transcription on your Zoom account.

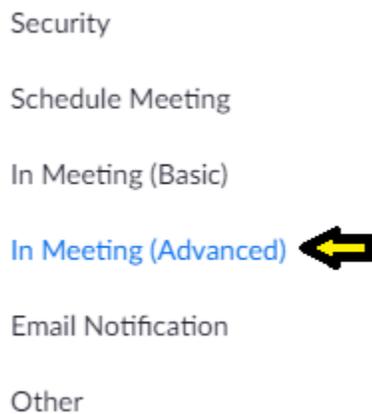
1. Log into your Zoom account at <https://umassboston.zoom.us> (Using Single Sign On) or www.zoom.us (Using password previously set up).



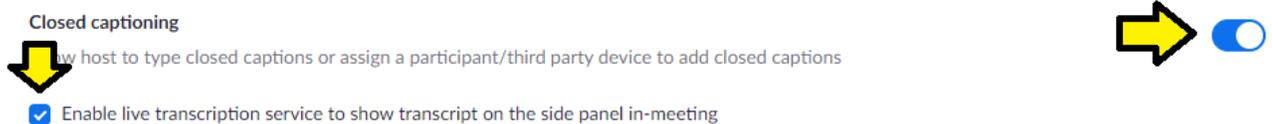
2. Click **“Settings”** on the left column



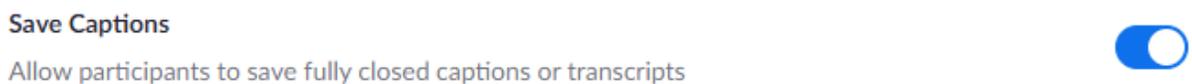
3. Then click **“In Meeting (Advanced)”**



4. Scroll to Closed Captioning. Make sure that Closed captioning is toggled on and that the check box reading **“Enable live transcription service to show transcript on the side panel in-meeting”** is checked off.



5. (Optional): You can also allow participants save the closed captions and transcripts. Just toggle the **“Save Captions”** option on.

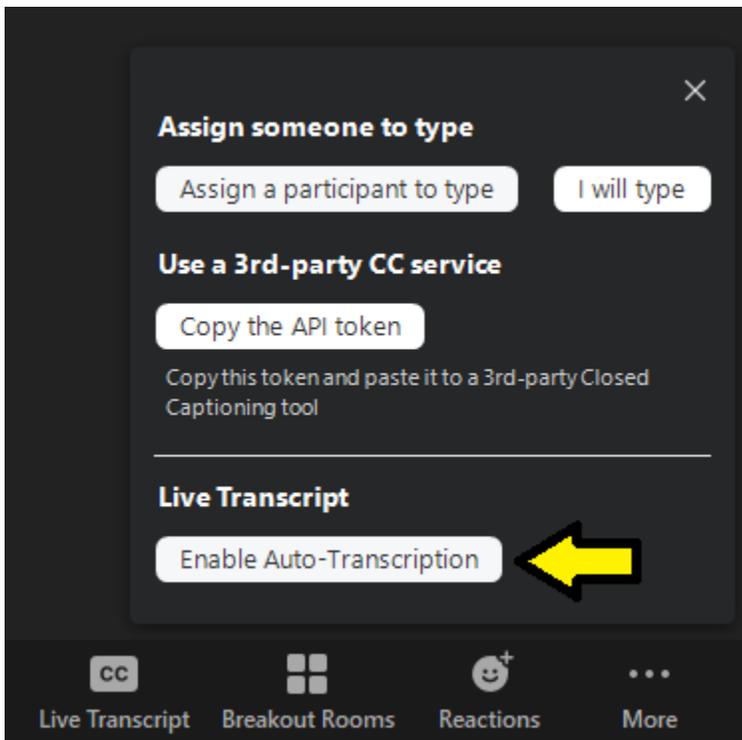


Next, you will need to turn on Live Transcription in your Zoom meeting

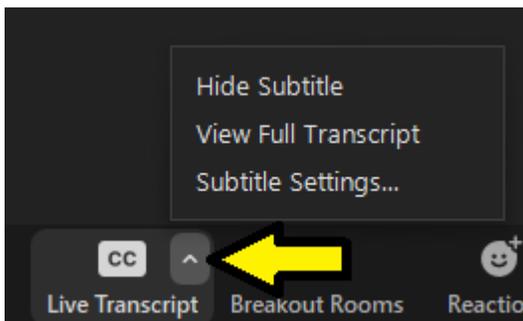
6. After starting your Zoom meeting, click the “Live Transcription” button on your Zoom menu bar.



7. When the transcriptions menu opens, click “Enable Live Transcription”



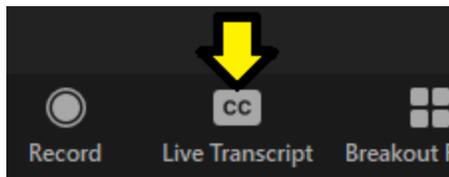
8. Once enabled, the host can view the subtitles and transcript by selecting the Live Transcript Submenu.



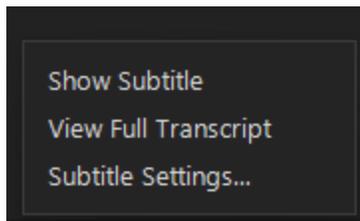
9. **NOTE: Auto-Transcription is currently not supported in Breakout rooms.**

How participants view Live Transcription

1. Live captions should automatically appear at the bottom of the Zoom screen when enabled on the host end. If not, select the “**Live Transcript**” button on your Zoom Menu Bar.



2. When the transcription menu opens, please select the appropriate option.



- a. **Show Subtitle** - The transcript will appear as video subtitles at the bottom of the video frame.
- b. **View Full Transcript** - The transcript will appear in a side-panel Transcript window, and the full transcript to that point may be saved by clicking "**Save Transcript**" (if this is enabled by the host). You can search the transcript by entering text into the "**Search**" transcript field at the top of the window.
- c. **Subtitle Settings** - Select to change the appearance of the subtitles. This will open your Zoom preferences Accessibility settings in your Zoom Desktop Application.

Known Issues

- **Accuracy:** Live Transcription is not accurate enough to be used in cases where a person with a disability requests human captioning. If a student with a disability requests captioning, please contact the Ross Center (ross.center@umb.edu).
- **Meeting Recordings:** A more accurate transcript and caption file is available with your Zoom Cloud Recording if Zoom Audio Transcription is enabled in your recording settings.
- **Non-speech and non-verbal sounds:** Live Transcription does not transcribe all sounds, such as, humming, sighing, clapping, coughing.
- **Overlapping speakers:**
 - When more than one person talks at the same time, all dialogue will appear under a single participant's name.
 - When screen-sharing with "**Share Sound**" enabled, the shared audio is transcribed as being said by the participant who is sharing.
- **Saving the transcript** (while in the meeting): The exported transcript does not identify the participant who was speaking.
- **Tone of voice:** Zoom live transcription does not transcribe tone of voice. For example, whispering, yelling, sarcasm.