

Enabling Subtitles, Live Transcripts, and Interpretation in Zoom Meetings

Zoom licensed accounts have the option to have live Closed Captions enabled during meetings. The **Manual Captions** and **Full Transcript** options should be turned on by default. However, if you don't have it turned on; to enable this option, you will need to access your global settings online at zoom.us prior to hosting your meeting.

1. Go to <https://zoom.us> and Sign into your Zoom account.
2. From the left navigation panel, Select **Settings**.
3. Go to **In Meeting (Advanced)**.
4. Look for **Manual Captions** and turn it on.

Meeting > In Meeting (Advanced)

Manual captions

Allow host to type closed captions or assign a participant/3rd-party service to add closed captions

- Allow host to type or assign a participant to type
- Allow use of caption API Token to integrate with 3rd-party Closed Captioning services



5. Look for **Full Transcript** and turn in on.

Meeting > In Meeting (Advanced)

Full transcript

Allow viewing of full transcript in the in-meeting side panel



If you would like participants to be able to save a copy of the transcript to their devices, toggle the **Save Captions** switch to **on**.

Meeting > In Meeting (Advanced)

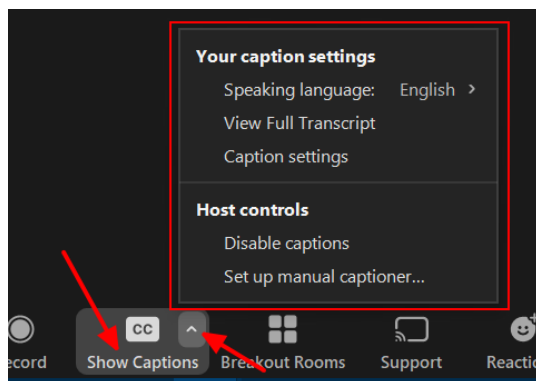
Save Captions

Allow participants to save fully closed captions or transcripts





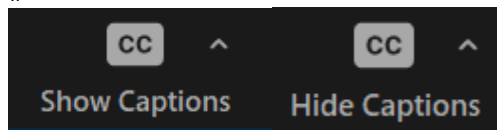
The host may click the **Show Captions** button to turn captions on/off for themselves.

The host may also click the *arrow pointing upwards* (on the show captions button) to disable captions for everyone or to **Set up Manual Captioner**.

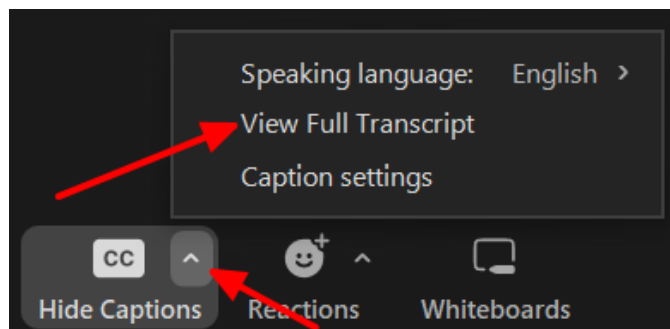


Each individual in a meeting can turn on captions for themselves.

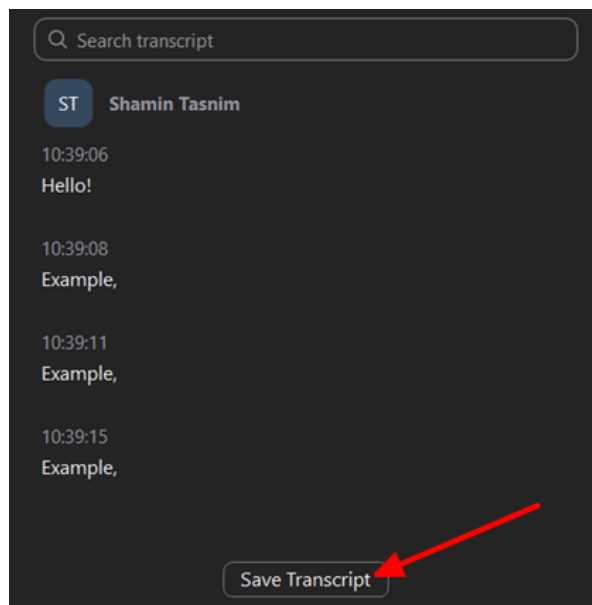
Participants will then have the option to turn on the captions for themselves by clicking the **Show Captions** button . Captions will appear in an overlay on top of the meeting window, which can be moved around the window by the user. To hide the Closed Caption just from your end, click the **Hide Captions** button .



Users can also open a panel on the side of their meeting window to view a time-stamped live transcript of the entire meeting (similar look to the meeting chat) with speaker attribution. Please note, the speaker attribution is not always accurate. To do so, participants can click on the small arrow on the **Show/Hide Captions** button and select **View Full Transcript**.



Live transcripts do not save in the video file of meeting recordings saved locally. If the **Save Captions** option is turned on, participants and the meeting host can download a time stamped **.txt** file of the transcript by clicking on **Save Transcript** button from the bottom of the transcript pane.



Captions will not be available in the recording if the recording is recorded locally. If you would like to play back the meeting with the captions overlaid, you will need to add the caption file to your media player when you open the video. Alternatively, if you record your meeting to the Zoom Cloud, then you will be able to view the recording with captions online.

Recording to the Zoom Cloud

Saving meeting recordings to the Zoom cloud and sharing a password-protected link to the recording with others, ensures meeting recordings retain subtitles and transcripts. However, these recordings are only available in the Zoom Cloud and will auto-delete after 180 days. If you wish to download the recording to your local device, you will still need to download the subtitle file separately.

If you wish for the recording of a Zoom meeting to have a live transcript appear next to the video, follow these steps before recording your meeting to the Zoom Cloud:

1. Login to zoom.us .
2. Select **Settings** from the left navigation menu.
3. Choose **Recording** along the top navigation bar.
4. Scroll down to **Advanced cloud recording settings**.
5. Select the **Audio transcript** check box.
6. Click **Save**.

If you wish for the recording of a Zoom meeting to have a downloadable subtitle (VTT) file, follow these steps before recording your meeting to the Zoom Cloud:

1. Login to zoom.us.
2. Select **Settings** from the left navigation menu.
3. Choose **Recording** along the top navigation bar.
4. Scroll down to **Advanced cloud recording settings**.
5. Select the **Save closed caption as VTT file** check box.
6. Click **Save**.

To download the subtitle (VTT) file after the meeting has been recorded and ended:

1. Login to zoom.us .
2. Select **Recordings** from the left navigation menu.
3. Choose **Cloud Recordings** from the top navigation bar.
4. Select your desired recording from the list to open the recording details in a new browser tab.
 - a. Select **Download** to download all associated files.
 - b. To download a specific file, hover your cursor over the desired file and click the **Download** button that appears (downward facing arrow).

Language interpretation in Zoom

In a Zoom meeting, you can assign an interpreter for a language. Participants then have the option to hear the meeting in a different language.


To enable this feature in the Zoom global setting:

1. Login to zoom.us.
2. Select **Settings** from the left navigation menu.
3. Go to **In Meeting (Advanced)**.
4. Toggle the option **Language Interpretation** on.
5. By default, you have nine languages selected. You can add additional languages click on the plus icon and type the language name.

Now in meeting you can add language interpreter when you are scheduling a meeting.



1. Open your Zoom desktop app and schedule a new meeting by clicking on the schedule button.

2. Scroll down to the bottom of the Schedule Meeting window and below the section **Interpretation**, Check **Enable language interpretation**.

Interpretation  Enable language interpretation 

3. After that add the interpreter's Email and the language they are interpreting. Click on **+ Add Interpreter** to add interpreter for other additional languages.

Enable language interpretation 

English  ≠ Japanese  ×

[+ Add Interpreter](#) 

4. **Save** the meeting.

Add an ASL Interpreter

Just like other languages, you can also add an ASL interpreter. When Sign Language interpretation view is enabled, hosts can designate up to 20 users as sign language interpreters when scheduling a meeting or webinar, or during the session.

When the meeting or webinar starts, the host must start the interpretation feature, which allows the sign language interpreters to provide their own video channels for the language they are interpreting. Participants can then select the video channel to view the sign language interpretation for an available sign language, and resize or relocate the video window as needed.

ASL Interpreter Prerequisites


- A Zoom account.
- Sign Language interpretation view enabled.
- A meeting or webinar scheduled with sign language interpretation.
- Zoom desktop client.
- Windows: 5.11.3
- macOS: 5.11.3
- Zoom mobile app.
- Android: 5.12.0
- iOS: 5.12.0
- Zoom web client.

Note: The minimum version applies to all users in the meeting or webinar, including the host, participants, and sign language interpreters.

Limitations of the Sign Language interpretation view feature

- This feature does not offer sign language interpreters; hosts must provide and assign users as sign language interpreters in the meeting or webinar.
- At this time, sign language interpreters' videos are not included in recordings.
- This feature cannot be used with Personal Meeting IDs (PMI). To include **Sign Language interpretation view**, the meeting or webinar ID must be generated automatically.
- Hosts must join the meeting or webinar through the Zoom desktop client to manage and initiate interpretation. They cannot join with any other clients, such as the Zoom mobile app or web client.
- This feature must be selected when scheduling a meeting or webinar, and thus cannot be used for an instant meeting.


Enabling ASL Interpreter View

1. Sign into the Zoom **web portal**.
2. In the navigation menu, click **Settings**.
3. Click the **Meeting** tab.
4. Under **In Meeting (Advanced)**, click the **Sign language interpretation view** toggle to enable or disable it.
5. When enabled, 10 default sign languages will appear below the setting. This is the list that will be available when scheduling.
6. (Optional) Select the **Enable sign language interpretation view by default in scheduler** check box to enable it as a default setting when scheduling meetings or webinars, then click **Save**.
7. (Optional) To add another sign language to the list of available sign languages when scheduling, click the plus icon  , enter the name of the language, then click **Add**.

Meeting > In Meeting (Advanced)

Sign Language interpretation view



Allow host to assign participants as sign language interpreters who can interpret one language into sign language in real-time. Host can assign interpreters when scheduling or during the meeting. 



Enable sign language interpretation view by default in scheduler

10 languages +

American Chinese French German Japanese Russian Brazilian Spanish
Mexican British

Schedule a meeting or webinar with sign language interpreters

You can schedule meetings with **Sign language interpretation view** from the Zoom desktop client. If you want to schedule a webinar, use the [Zoom web portal method](#).

1. Sign in to the Zoom **desktop client**.
2. On the **Home**  tab, click **Schedule** .
3. Under **Meeting ID**, select **Generate Automatically**. This setting is required for sign language interpretation.
4. Under **Interpretation**, select the check box next to **Select sign language interpretation (video channels) below**.
5. (Optional) Enter the information for your interpreters. If you don't enter email addresses in this step, you can still assign users as sign language interpreters during the meeting or webinar.




Notes:

- The sign languages you select for interpreters will create video channels for each of those languages in your meeting, but not all of these channels have to be used in the meeting.
 - The pre-assigned interpreters must be signed into the account associated with the chosen email address. If they are not signed in with that email address when joining the meeting or webinar, they will not be recognized as sign interpreters; however, the host can still manually assign them as interpreters in the meeting or webinar.
 - You cannot assign the same email address to be both a language interpreter (audio) and a sign language interpreter (video).
6. Click **Save**.
Once scheduled, each interpreter will receive an email invitation for the meeting or webinar indicating which language they will interpret.

Manage the list of interpreters before a meeting

After scheduling a meeting or webinar, you can manage the list of interpreters in the Zoom web portal. You can add more interpreters, resend email invitations, copy invitations, and remove interpreters.


1. Sign in to the Zoom **web portal** on the same account that scheduled the meeting or webinar.
2. In the navigation menu, click **Meetings** or **Webinars**.
3. Click the name of the meeting or webinar you want to edit.
4. Scroll down to the **Interpreters** section, then click **Edit**.
5. In the **Sign Language Interpreters** window, do any of the following:
 - To add additional interpreters, click **+ Add Sign Language Interpreter**. Then enter the information for your interpreters.


- To resend an email invitation, click the email icon  next to the interpreter's name.
- To copy an email invitation, click the ellipses icon  next to the interpreter's name, then click **Copy Invitation**. You can copy the meeting invite to your clipboard to paste and share it with the interpreter.
- To remove an interpreter, click the ellipses icon  next to the interpreter's name, then click **Remove This Interpreter**. The interpreter is not notified and will still have access to the meeting invitation, but they will not have interpreter capabilities unless the host manually assigns them during the meeting/webinar.

How to manage interpretation during a meeting or webinar

Once you've scheduled a meeting or webinar with sign language interpretation, you can manage interpretation when you start the session.

Note: To start, manage, or end interpretation in a meeting or webinar as the host, you must join the session on the Zoom desktop client. You cannot join through other clients, such as a web browser (web client) or the Zoom mobile app.

1. Sign in to the Zoom **desktop client**.
2. Start a meeting or webinar as the host.
3. In the meeting controls toolbar, click the **Interpretation**  icon.


Note: On smaller screen sizes or windows, you may have to click the **More**  icon, then click **Interpretation**.

A window will open for managing interpretation, where you can do any of the following:

- View everyone assigned to an interpreter role.
- Add or remove someone from an interpreter role.
- Start or end the interpretation feature for everyone.

Add or remove someone from an interpreter role

In the interpretation management window, you can view a list of current language and sign language interpreters. To add or remove interpreters:

- Add an interpreter: Click **+ Add Interpreter**, choose if you want to add a language or sign language interpreter, then select their name and language.
- Remove an interpreter: Click the delete icon  next to their name.

Start or end the interpretation feature for everyone

For any audio (language interpretation) or video (sign language interpretation) channels to begin, the host must start interpretation during the meeting or webinar. Interpretation will continue until the host ends it.

At the bottom of the interpretation management window, click **Start** or **End**.

- **Start:** Everyone is notified that sign language interpretation is available. Anyone designated as a sign language interpreter will be shown in a designated video channel for the language they're interpreting. Participants can choose to view their desired language channel.
- **End:** Everyone is notified that the host has ended interpretation. For anyone designated as a sign language interpreter, their microphone is enabled but muted by default, and their video reappears in the meeting or webinar.

How to manage your sign language interpreter role

As an interpreter, you can only interpret one language at a time to eliminate language crossover and help reduce confusion.

The host can assign you as a sign language interpreter in two ways:


- When scheduling the meeting or webinar by entering your email address. You will receive an invitation through email, notifying you of the language you'll interpret along with join details.
- During the meeting or webinar.

Once you join the meeting or webinar and the host starts the interpretation feature with you assigned to a sign language interpreter role, you will be notified that your video is now broadcasting in the language channel you are interpreting. You will see your video indicating that you are on air, and your microphone will be disabled, but the host can give you permission to speak.

Allow a sign language interpreter to talk in the main session of the meeting or webinar

By default, when interpretation is started by the host, sign language interpreters will not be allowed to unmute their microphones, unless given permission from the host.

To give a sign language interpreter permission to speak in the session by unmuting their microphone:

1. In the meeting controls toolbar, click the **Participants**  icon.
2. Hover over the name of the interpreter, then click **Allow to talk**. The sign language interpreter's video will broadcast into the main session, in addition to their assigned video channel. They will see a prompt with the choice to unmute or stay muted.
3. (Optional) To mute the interpreter again, right-click their name in the **Participants** panel, then click **Disable Talking**.



Their video will no longer be present in the main session and their microphone will be muted.