Zoom Live Transcription Service

In this article:

Zoom offers the ability to provide live automatic speech recognition (ASR) transcripts in real time for meetings and webinars. By default, the option is not enabled, but Zoom hosts who would find the feature useful for their participants can enable it through their Zoom account settings.

Once enabled, the feature provides the ability to show in-session ASR transcriptions of all spoken content, based on the session audio. The transcriptions appear during the meeting or webinar in a side panel visible to all participants.
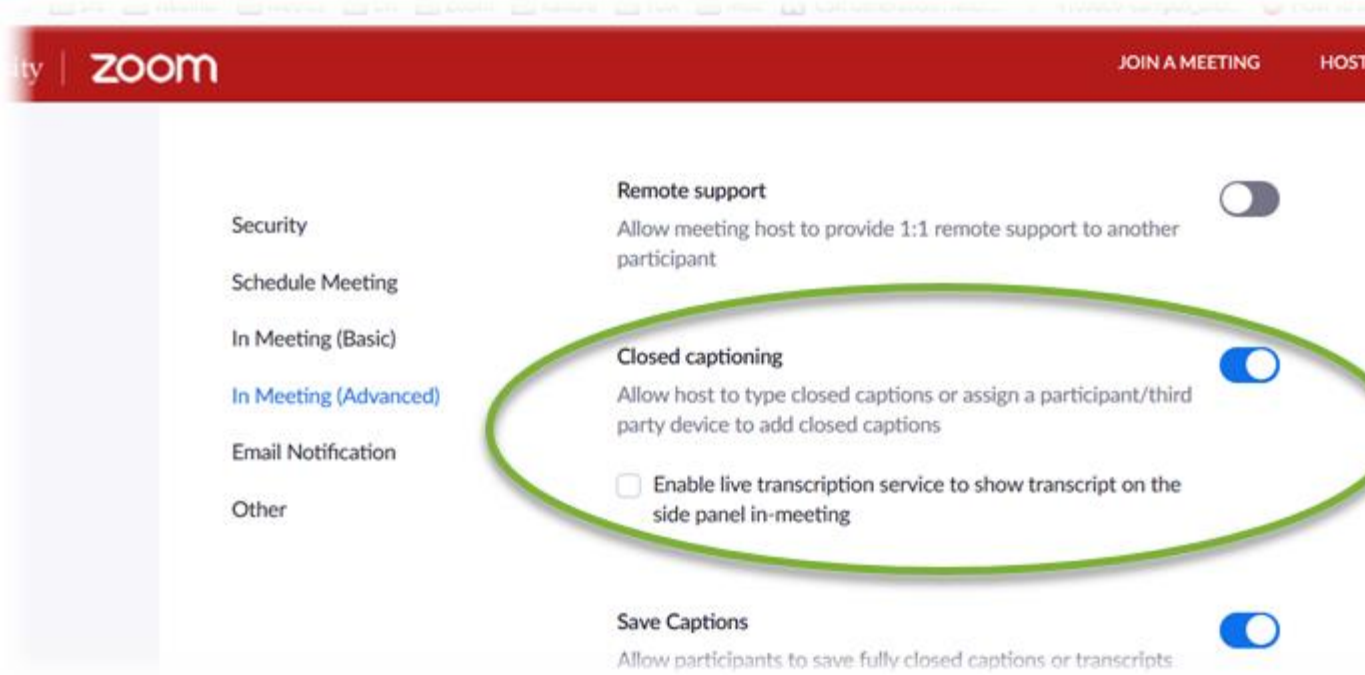
Be aware that because this service creates machine-generated transcriptions, their accuracy will not be perfect. Most ASR transcription results in approximately 70-80% accuracy.
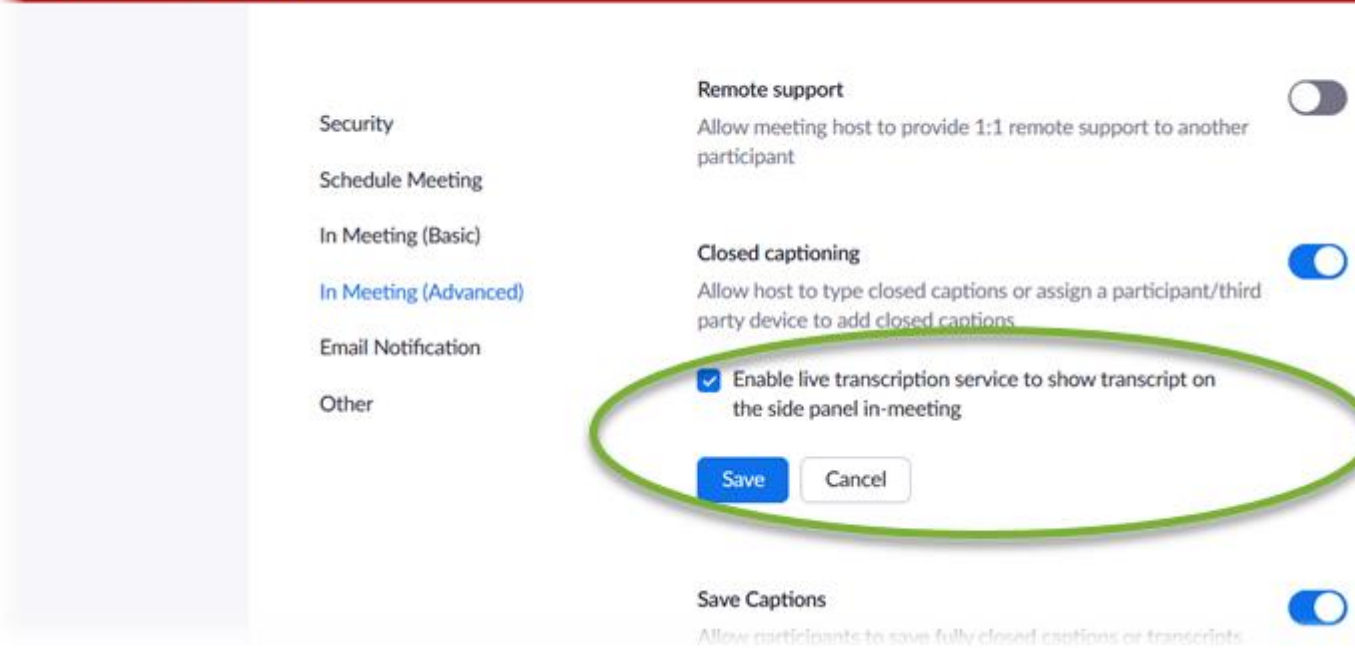
Enable Live Automatic Transcription Service

Zoom meeting hosts can enable live ASR transcripts for their meeting. Begin by logging in to your Holland Bloorview Zoom website, then ensure you are set up:

1. Click **Settings**.
2. Click the **Meeting** tab.
3. Click **In Meeting (Advanced)** or scroll down to that section of the settings.

4. Under **Closed Captioning**, click the slider to turn on, if necessary, then click **Turn on** in the pop-up window to confirm. (The slider will become blue

5. Mark the checkbox labeled **Enable live transcription service to show transcript on the side panel in-meeting**, then click **Save** to confirm.

Start Live Transcriptions during a Meeting or Webinar

To start the Live Transcript service during a meeting or webinar, the host should:

1. Click the **Live Transcript** button in the host control bar.
2. Under **Live Transcript**, click **Enable Auto-Transcription**.

3. Once Live Transcript has been started, the meeting host will see the transcript begin immediately at the bottom of the Zoom meeting video. Attendees will be alerted that Live Transcript is available.

4. After the host has activated Live Transcript, attendees can click the **small up-arrow** in the **Live Transcript** button to select how to display:

- **Show Subtitle**
  The transcript will appear as video subtitles at the bottom of the video frame.

- **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**. Host and attendees can also search the transcript by entering text into the **Search transcript** field at the top of the window.

Subtitle Settings

Participants can control the appearance of live transcript subtitles.

Click the **small up-arrow** in the **Live Transcript** button, then click **Subtitle settings**, to change the following:

- **Closed Caption**
  Change the transcript text font size by moving the slider to **Normal**, **Medium**, or **Large**.