

Live Captioning on the Zoom video conferencing platform

As of August 2020, Zoom does not offer automatic captions on its video conferencing platform. Instead, live captions can be added by a third party (human) captioner in two ways, via:

- Zoom's integrated Closed Caption facility
- a link to a secure external browser on which the captions will appear

Integrated Closed Captions

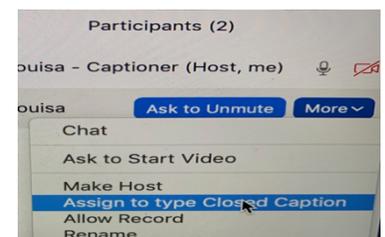
This is NOT the same as automatic captions. Zoom enables a professional live captioner to connect to the Closed Captions facility in order to provide real-time captions at a meeting or event. These captions are **embedded** into the VC screen. They are available to all participants and can be turned off and on.

The meeting host sets up the meeting to allow the use of Closed Captions. Zoom has produced a step-by-step guide on how to do this:

<https://support.zoom.us/hc/en-us/articles/207279736-Closed-Captioning>

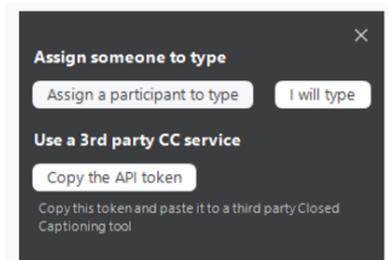
The live captioner is sent an invite that allows them to join the meeting 5-10 minutes before it starts. When the captioner joins, the meeting host should:

1. **Assign the Captioner to type:**
 - Open the **Participants List**.
 - Hover over the captioner's name.
 - Click **More** → **Assign to Type Closed Captions**.

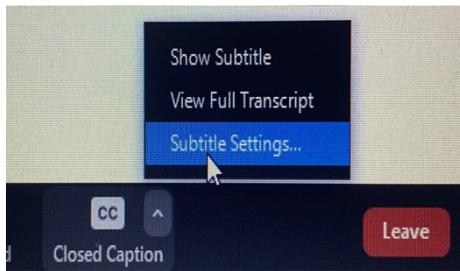


- Click on **Closed Caption** in the menu bar.
- Copy the **API token** and send this to the captioner.

NB: Do NOT select **Assign a participant to type** from the grey menu box. This option allows participants to type messages in the caption box but without professional captioning equipment the captions will not keep pace with the speed of speech.



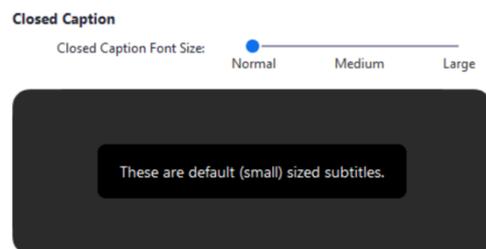
Once participants join the meeting, they will see an option for CC on the menu at the bottom of the Zoom screen. It looks like this.



To turn the subtitles on, click on the arrow to the right of the CC button on the menu bar and select **Show Subtitle**. From this menu, participants can also choose to view the **full transcript** of the captions, either in a side bar or a pop-out window.

To adjust the size of the closed captions:

- click the arrow to the right of the **CC** button on the menu bar.
- Select **Subtitle Settings**.
- Move the slider up or down to adjust the size of the captions.



Point to note

- For a Zoom **Webinar** set up, the Captioner must be added as a **panellist**.

2. Captions via a secure external browser

The captioner generates a link to a secure webpage where the captions appear. The link is sent to the host before the meeting OR posted to the Chat Box once the meeting begins. Participants join the meeting and click on the link, which opens up a browser displaying the captions. The captions page can be **password protected** for extra security.

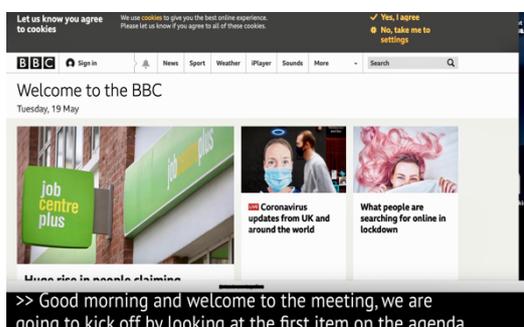
Participants can alter the background and text colour/size. A chat facility on the browser screen allows them to type private messages to the captioner.

Several viewing options are available:

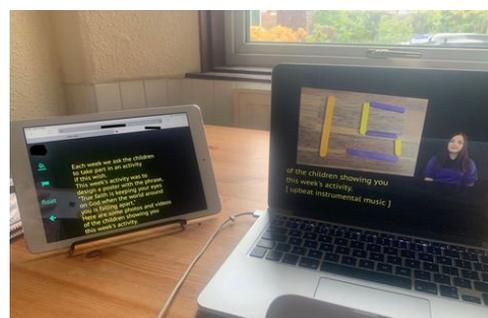
- **overlaid** captions at any position on the screen (top, middle, bottom)
- **full screen** mode

Due to space constraints, some participants like to view full screen captions on a separate device, such as an iPad or phone. Both options are illustrated below:

overlaid captions



full screen captions



Additional features

1. Depending on the captioning software used, a screenshot of the **number of participants** who access the captions during an event can be provided.
2. For events with international participants, caption **translations** in multiple languages are available. This means that participants can read live captions of the same event in English, Spanish, French and a variety of other languages. However, these captions are automated so absolute accuracy is not guaranteed. There is also an additional cost to adding translations to the event.

Other considerations

The National Register of Communication Professionals for Deaf and Deafblind People (NRCPD) recommends that only NRCPD registered communication professionals should be used to provide communication support services to Deaf people.

Registered Communication Professionals work to a Code of Conduct which means that everything discussed at a meeting must be kept **confidential**. The NRCPD Code of Conduct can be viewed here:

<https://www.nrcpd.org.uk/code-of-conduct>

When booking a live captioner (Speech-to-Text-Reporter or Electronic Notetaker), whether directly or through an agency, ask if they are registered with NRCPD. You can also check that their name is listed on the NRCPD register at:

<https://www.nrcpd.org.uk/index.php>

For more information or feedback, please contact Stage Captions at
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