Participant's Guide for Closed Captioning

Closed captioning is now enabled for the Beth Ami Zoom room. This feature is provided by an AI (artificial intelligence) that is built directly into Zoom. This process automatically does the best it can to convert spoken words into printed words and can display this on your screen. You will find that English conversion is not always accurate, but it usually comes close.

Here are some basic definitions:

As a participant speaks, **closed captioning** converts what is spoken into text and displays it on your screen. Closed captions are created to allow deaf and hard-of-hearing people to experience the video, so they include **background sounds and speaker changes**. These captions are hidden until they are otherwise 'opened' (turned on) by the viewer from a menu or by selecting the relevant option from their TV settings.

Open captioning or subtitles are an integral part of the film/video and usually can't be closed off from view. Subtitles assume the viewer hears the audio and as a result do not contain the background sounds or notifications for speaker changes.

Transcription refers to the process by which audio is converted into written text. The transcript stores the converted text so you can look at the earlier captions. On most systems, you can also save this transcript.

There are two parts to our Zoom feature: **closed captioning** and **transcription**. These instructions are to guide you through using this feature.

How things display and how you access the features can depend on the type of device (PC, IPad, Smart Phone, etc.) you are using. These guidelines cover the major types of devices.

When you log into the Beth Ami Zoom site, you may see the notice "Live Transcript has been enabled" followed by "Who can see this transcript?" For Beth Ami, all participants can see the transcript.

On some systems you can click the X to remove this message without affecting closed captioning. However, on other systems, this may bring up the message asking if you want to leave the meeting.
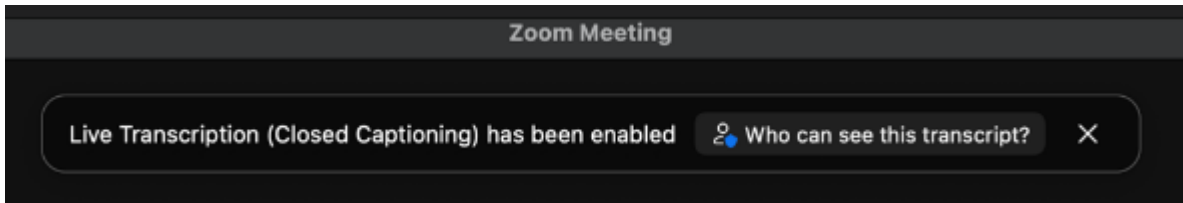
The steps for viewing the closed captioning subtitles vary depending on the type of device you have used to log in. The instructions for logging in via a mobile device are at the end of this first set of instructions.

PC (Windows), MacBook (macOS)

After you join the meeting, at the bottom of the screen, in the middle of the banner with the number of participants, chat, etc., you should see a button labeled [CC] with "Live Transcript" below it. Some devices may show an arrow in this button. (Note: If you do not see this [CC], please contact our host to turn on the closed caption feature).
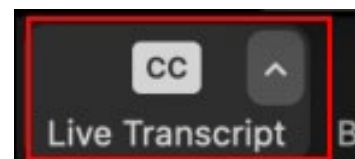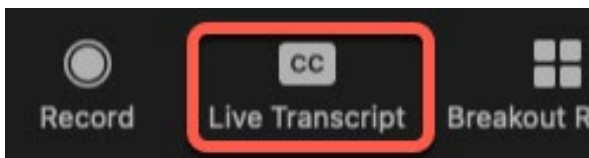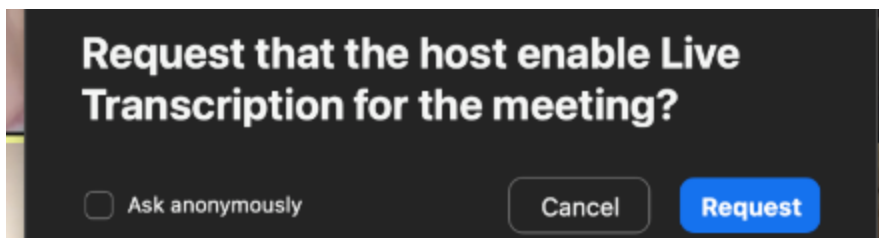

Click on the [CC] (Closed Captioning) button or the Arrow to view your options.
The photo below shows the Closed Captioning window with the Live Transcript options.
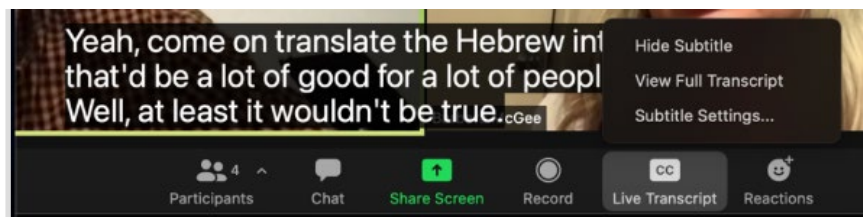
Requesting the host enabled closed captioning

If live transcription has not been enabled, you may see the message below when you click on the CC button.


1. (Optional) Click **Ask Anonymously** to make this request without your name tied to it. The host will just be notified that a participant in the meeting would like this feature enabled.

2. Click **Request** to confirm. If the host approves the request, live transcription will begin.

Subtitle Options

Click on the description to see the details for each option.

- **Show or Hide Subtitles** – Click to toggle between "*Show Subtitle*" and "*Hide Subtitle.*" When *Show Subtitle* is selected, as people speak, the subtitles will appear near the bottom of your screen. *Hide Subtitle* will turn off the display of subtitles.
  You may want to hide subtitles when Hebrew is being used. The system does not understand Hebrew and some very strange captions will appear. (See the sample below.)

- **View Full Transcript** - Opens a side panel/pop-up (usually off to the side) and displays captions in real-time with both the speaker's name and time stamp. The transcript on the screen may look something like the image below. As you will note, the transcription is not exactly what the participants said.

Full Transcript Window:
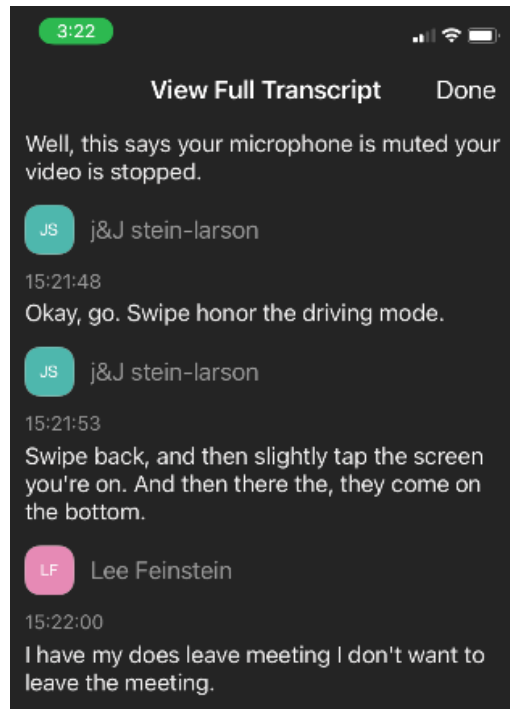
In the pop-up, you may also see a button to save the transcript. (This button might not be available if the host has disabled this functionality.) If enabled, clicking **Save Transcript** will copy the transcript as a .txt file and download it to your machine. Click "Show in Folder" to see the file.

Note: Transcripts save up to the moment when you click Save Transcript. If you click Save Transcript multiple times throughout the event, it will overwrite/update the existing file. We recommend clicking **Save Transcript** *just before the meeting ends to ensure you have the transcript from the entire meeting. There is no option to auto-save these transcripts.*

Sample of part of a saved transcript. The name of the speaker is not shown.

19:04:28 Are you seeing by the way the transcript in front of you. Any, any Oh, everyone is ok so you don't have to. If you press.

19:04:37 Maybe it says live transcript or something.

19:04:41 And you can hide the subtitles if you want.

19:04:54 It says show you full transcript and subtitles settings we have even more choice.

Sample of part of a saved transcript when Hebrew is spoken (good for a laugh)

19:06:07 Hi, I'm Shannon de la parte de la sala de vl, the same number eight. therefore young.

19:06:07 Sorry I gotta go another night who really do letter and hey can turn that door for Tasha yucky do had a keyboard.

19:06:23 For me flow, see how this is not attack. Yo man whoo, whoo.

- **Subtitle Settings** will open a window where you can adjust the font size of both the subtitles and the chat window.

I Pad or other Mobile Device

If the CC button does not appear at the bottom of your screen, click "More" or the three dots, which should be in an upper or lower of the screen. Some devices may display "Settings" instead of "Meeting Settings."
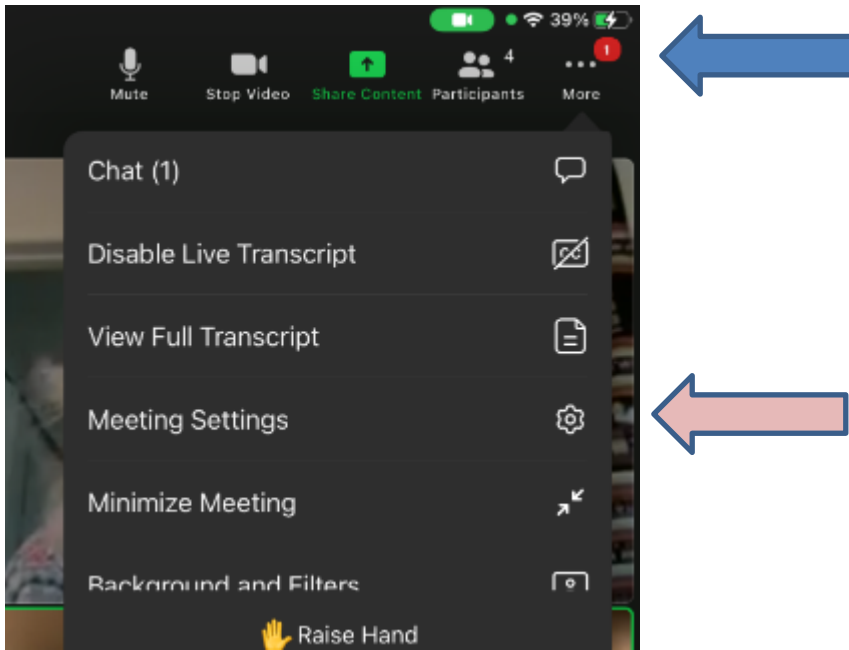
Select "Meeting Settings" or "Settings." Turn on Closed Captioning.
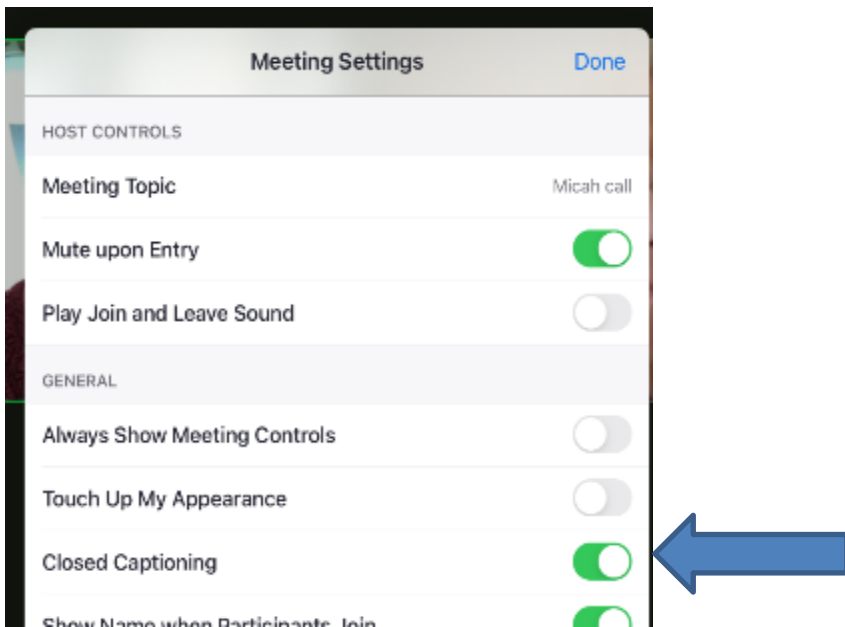
For Android

To view closed captioning or live transcription during a meeting or webinar you must do this **before** joining the meeting. It appears that you cannot turn them off during a meeting

1. Sign in to the Zoom mobile app.

2. Tap **Settings** .

3. Tap **Meeting**.

4. Toggle **Closed Captioning** (or **Show Captions**) 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.

When you tap the screen, the Zoom menu should appear at the bottom of the screen. To see the transcript, tap "More" or the three dots and select View Full Transcript.