

FAQ: Zoom Event Captioning 02/24/21

Desktop Client (Windows/Mac OS)

Viewing Captions

Sign in to the Zoom desktop client.

Join a meeting or webinar.

You will see a notification above Closed Caption/Live Transcript in the meeting controls, informing you that one of these services is available.

If closed captioning is available, click Closed Caption to start viewing closed captioning.

If live transcription is available, click Live Transcript, and then select Show Subtitle.

Changing Position/Size of Captions

The provided subtitles can be clicked and dragged to move their position in the meeting window.

To adjust the caption size:

Click the up ^ next to Start Video / Stop Video.

Click Video Settings then Accessibility.

Move the slider to adjust the caption size.

Desktop Client (Linux)

Viewing Captions

Sign in to the Zoom desktop client.

Join a meeting or webinar.

You will see a notification above Closed Caption in the meeting controls, informing you that closed captioning is available.

Click Closed Caption to start viewing closed captioning.

Changing Position/Size of Captions

The provided subtitles can be clicked and dragged to move their position in the meeting window.

To adjust the caption size:

Click the up ^ next to Start Video / Stop Video.

Click Video Settings, then Accessibility.

Move the slider to adjust the caption size.

Android | iOS

Sign in to the Zoom mobile app.

Tap the Settings icon.

Tap Meeting.

Toggle Closed Captioning to on.

If available captions will automatically appear on the bottom of the screen.

Web

Join a meeting or webinar.

You will see a notification above Closed Caption/Live Transcript in the meeting controls, informing you that one of these services is available.

Click Closed Caption/Live Transcript, and then select Show Subtitle to start viewing closed captioning.

If the host is using Live Transcription, the transcript will automatically begin to appear.

Chrome OS

Sign in to the Zoom desktop client.

Join a meeting or webinar.

You will see a notification above Closed Caption in the meeting controls, informing you that closed captioning is available.

Click Closed Caption to start viewing closed captioning.

Note: Closed captioning is available on ChromeOS, but live transcription is not yet available.