



Chicago AA (Area 19) Accessibilities Committee

Zoom Closed Captioning with Live Transcription: Information for All!

What is Zoom Closed Captioning? Zoom provides free closed captioning with voice recognition (Live Transcription) to all users. You just have to enable the feature in Zoom. The feature then “Translates” spoken words into a closed caption real time transcript which scrolls at the bottom of the Zoom screen without intruding on the meeting experience itself. The member can easily read what is being said!

How can Zoom Closed Captioning help us carry the message of AA? Many members may need some help following or understanding speakers or meetings. Members who are deaf or hard of hearing come to mind first. However, members who speak English as their second (or third) language and even those with technology challenges will also appreciate this feature.

When should we use Zoom Closed Captioning? The Accessibilities Committee for Area 19 (Chicagoland) of AA recommends that **Zoom Closed Captioning** be used for all AA activities conducted on Zoom: AA meetings, AA committee meetings and any other virtual AA gatherings. Using **Zoom Closed Captioning** will **not interfere** with the meeting experience and will make it more accessible to all members. Please help us spread the word by passing along this information!

How can we turn on Zoom Closed Captioning for our Meeting? Here are the simple steps that must be followed to turn on this feature for your meetings:

1. **Who owns your Zoom license (in other words, who pays for it)?** This is the person who needs to turn on the closed captioning feature so it is available for Meetings that use that license. If your Zoom license is owned by an Alano Club or a meeting itself, then the Zoom administrator of the club or meeting must do this. If someone donates their personal license, they must do it. If you have FREE Zoom account, see below.
2. **Instructions.** https://support.zoom.us/hc/en-us/articles/207279736-Enabling-and-managing-closed-captioning-and-live-transcription#h_4cb4e874-d574-4e40-ab12-7d8fae1f71cc. To Enable Closed captioning for all users on the account:
 - a. Sign in to the Zoom web portal as an admin with the privilege to edit account settings. (This is where the owner of the account is required).
 - b. In the navigation panel, click **Account Management** then **Account Settings**.
 - c. Click the **Meeting** tab.
 - d. Under **In Meeting (Advanced)**, verify that Closed captioning is enabled.
 - e. If the setting is disabled, click the toggle to enable it. If a verification dialog box appears, click Enable to verify the change.
 - f. (Optional) If you want to make this setting mandatory for all users on your account, click the lock icon , and then click **Lock** to confirm the setting.
 - g. That is all that is needed: no forms, nothing else. You are set to go! See the tips for best results at the link above.
3. **If you use a “free” Zoom account see** <https://blog.zoom.us/update-on-live-transcription-for-free-accounts/>. Since free Zoom accounts limit a meeting to 40 minutes, you probably aren’t using a free account for AA meetings. But, you may use it for Service Commitments or Committee Meetings and want to be inclusive!
 - a. If you use a **FREE Zoom Account only**, you should fill out this form (<https://docs.google.com/forms/d/e/1FAIpQLScCQQ2W-K8naaltkBlbuv6BfJvisy0NZS2qWIKd0gSMUWGGpQ/viewform>)
 - b. Here are some instructions from our friends at Zoom for free accounts: “When the feature has been enabled for your account, you will receive an email confirmation with instructions on how to enable the feature. Since we expect a high volume of requests, we appreciate your patience as we work to make automatic closed captioning available for all of our users”.

Please contact us at accessibilities@chicagoaa.org with questions.

Please pass this along to all meetings and committees you attend!