How to Activate Closed Captioning in Zoom
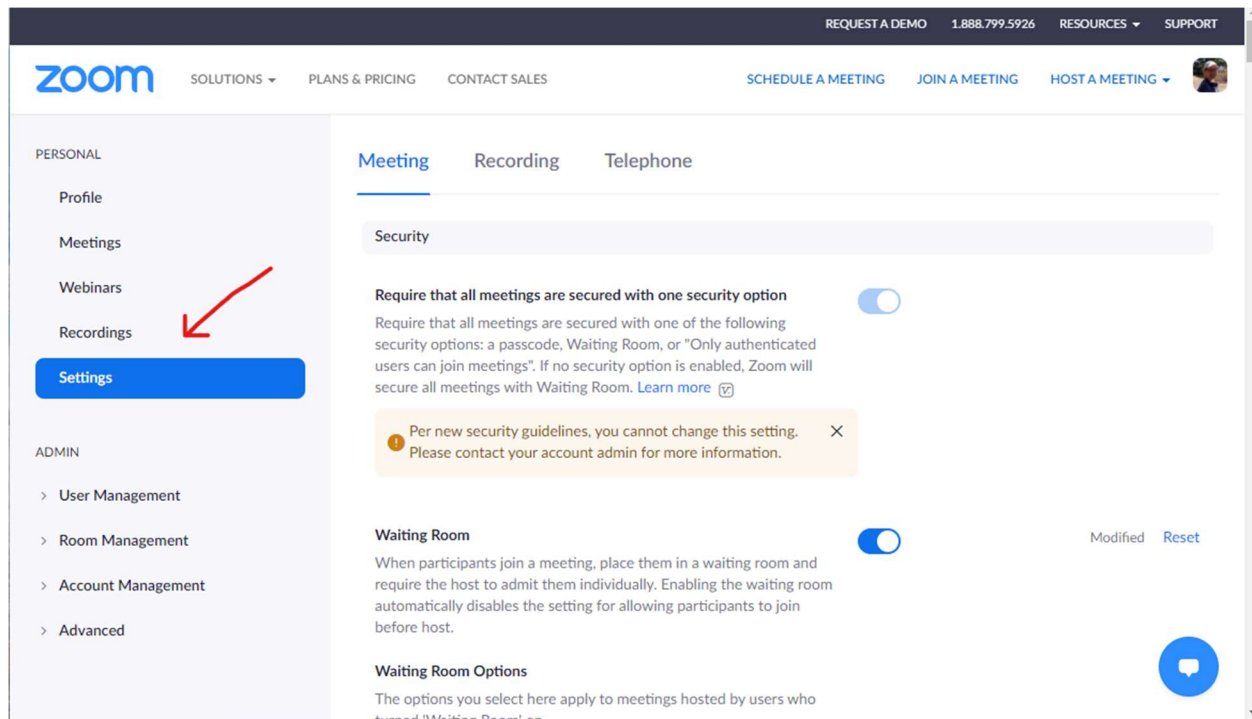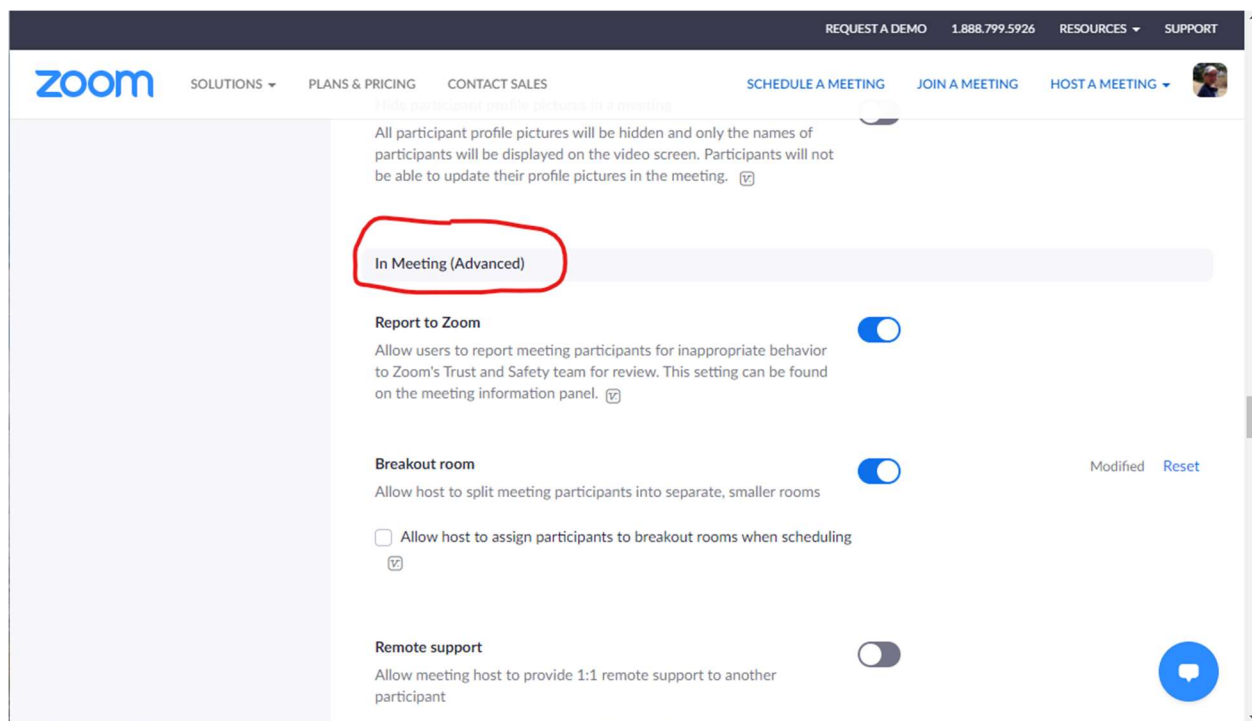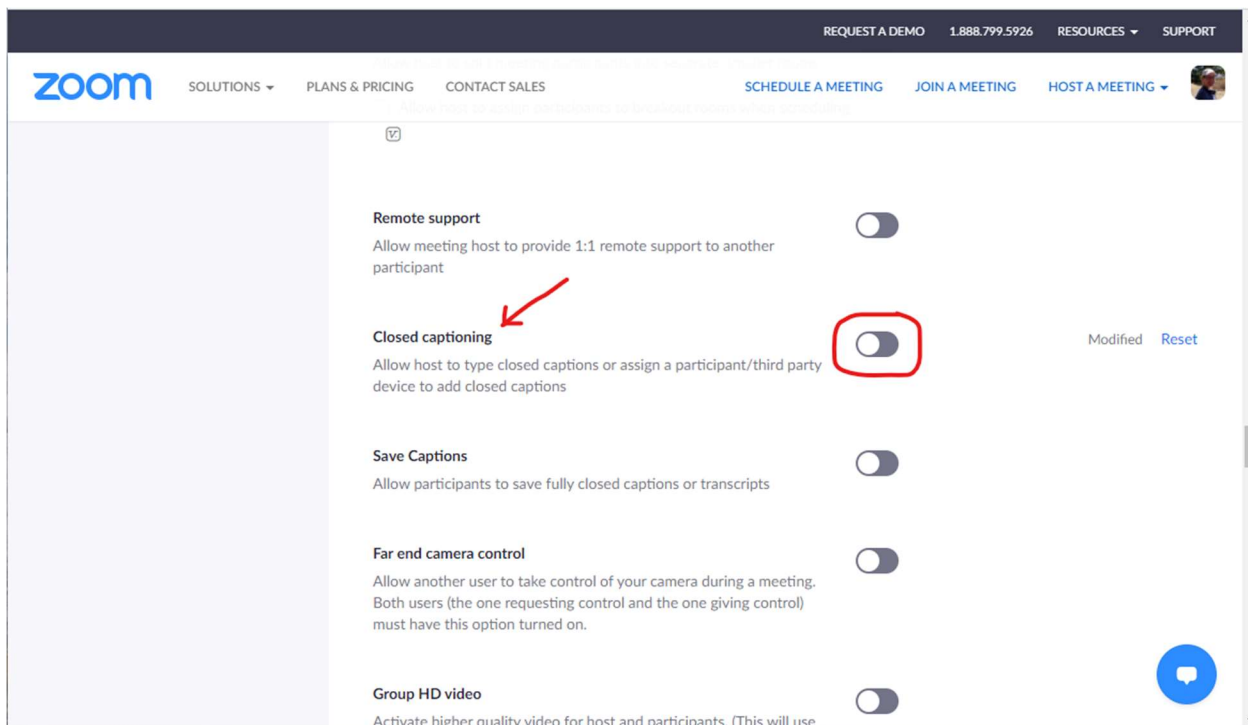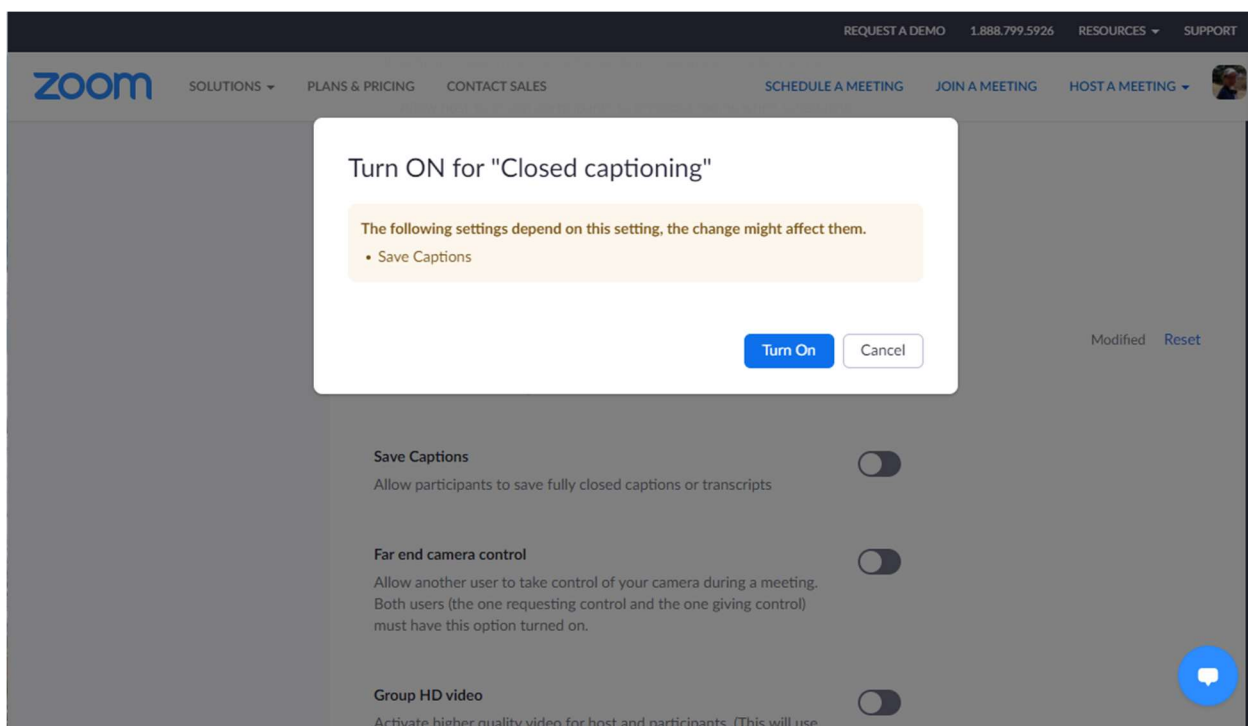

Step #1 – Login to your Zoom account. Click on "Settings".

Step #2 – Scroll down until you reach "In Meeting (Advanced)".

Step #3 – Scroll down to "Closed Captioning: Allow host to type closed captions or assign a participant/third party device to add closed captions.". The toggle switch is in the off position.


Step #4 – Click on the toggle to switch it to the ON position. It will turn blue. As soon as you do this, a message will pop up letting you know that if you change this setting it will affect other settings, specifically the "Save Captions" setting (This allows participants to save the closed captions or transcripts). This is okay. Click "Turn On."
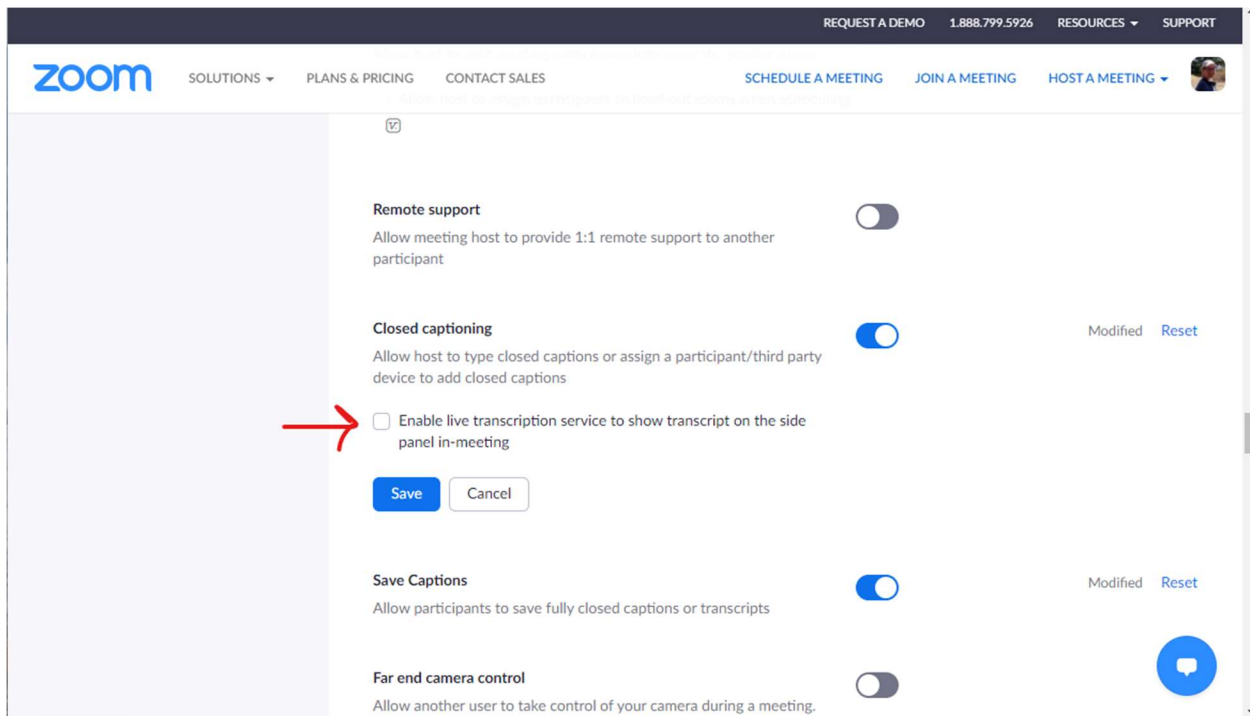
Step #5 – You will see that the following option has now become available, "Enable live transcription service to show transcript on the side panel in-meeting". Click on the box next to this option to select it. The live transcript service is now active.
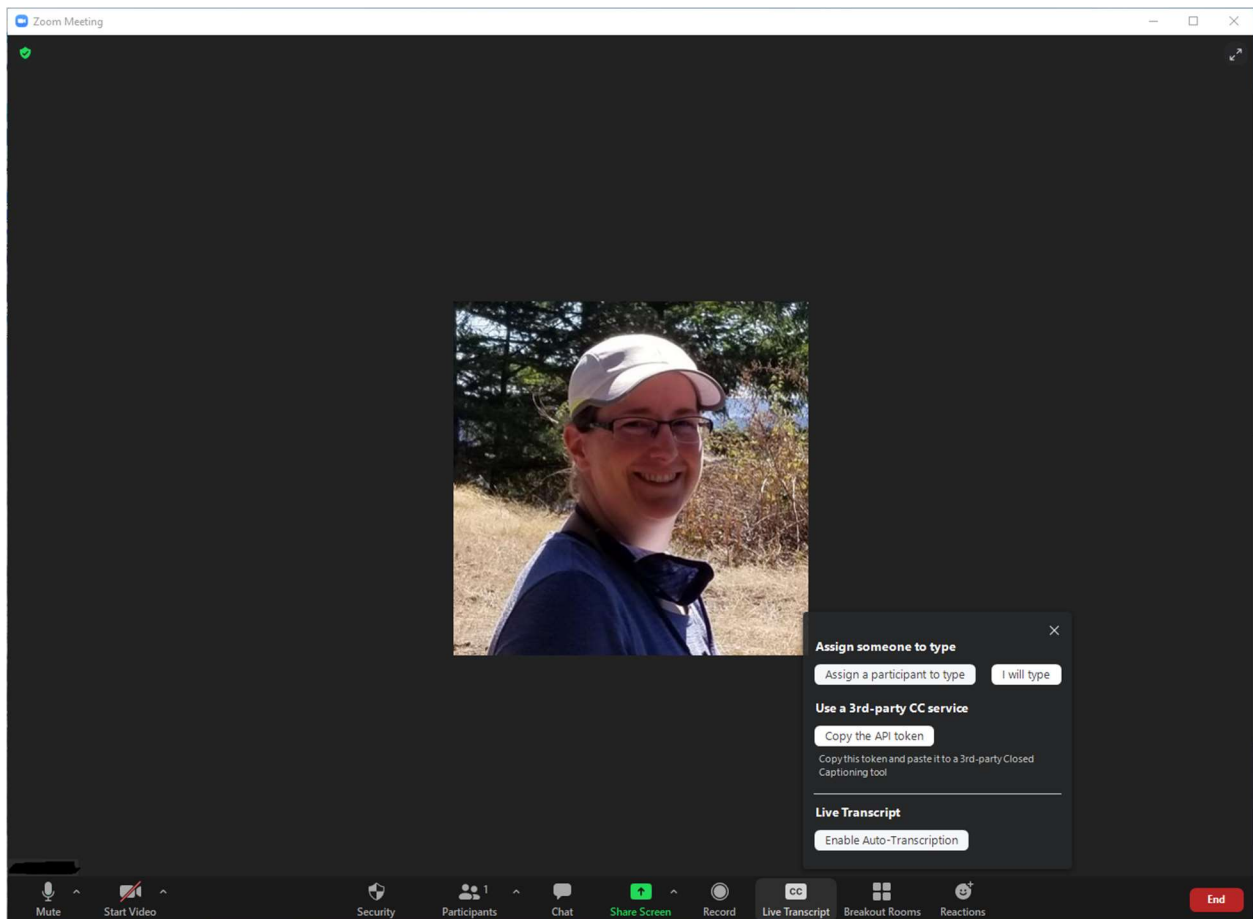
Step #6 – When you start your meeting as host, you will see a "CC – Live Transcript" button on the menu at the bottom of your meeting window. If you click on this, options will pop up for assigning someone to type captions, using a 3rd party CC option, or "Live Transcript" with a button to "Enable Auto-Transcription. Click on this button.
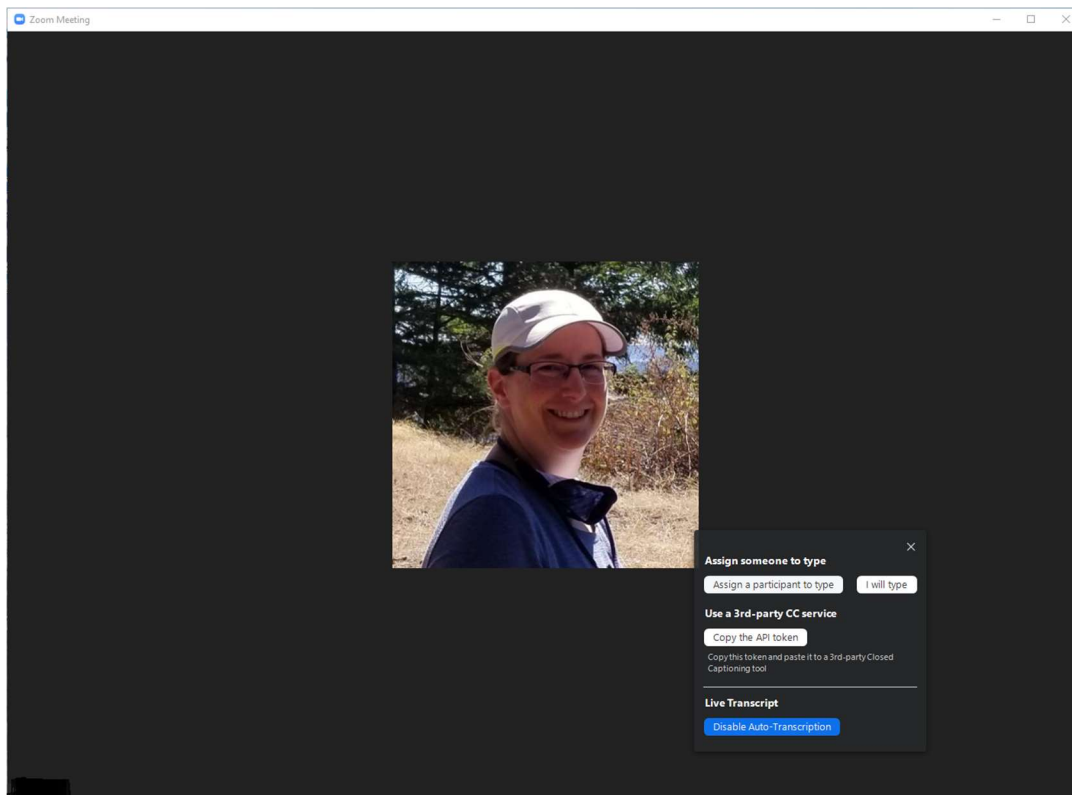
Live transcript is now active.

Hello, and welcome to x y z PTA.
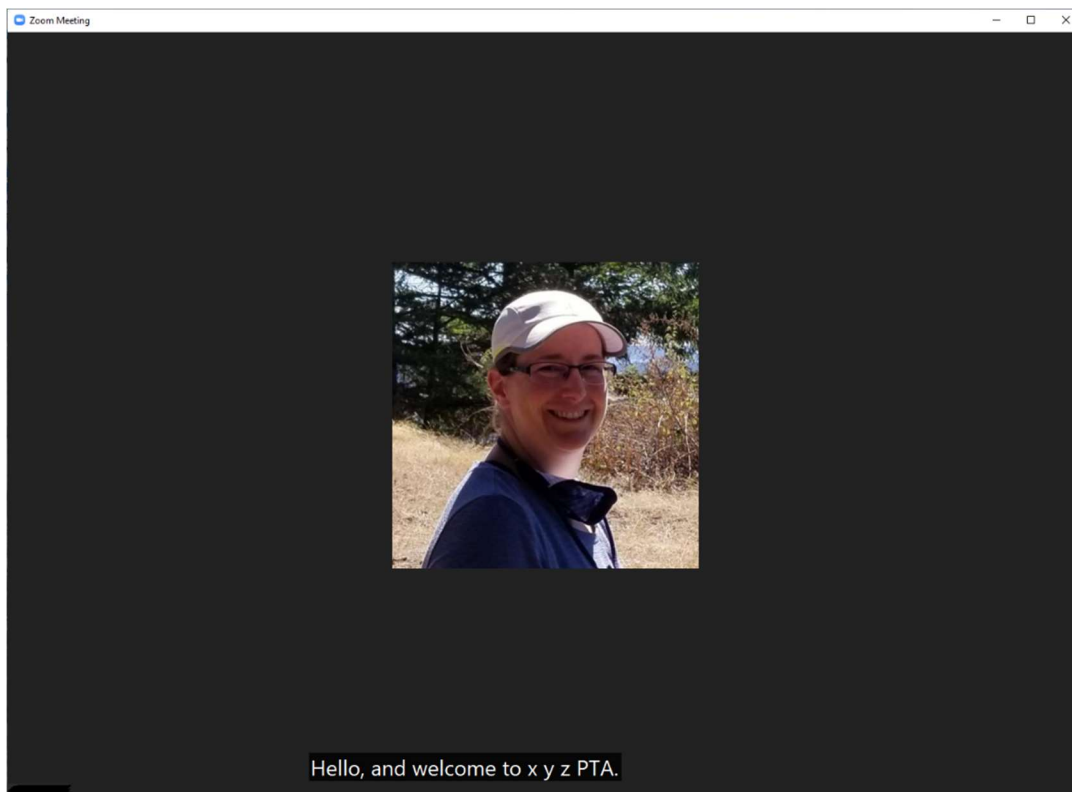
An example of how the live transcript will appear on screen.
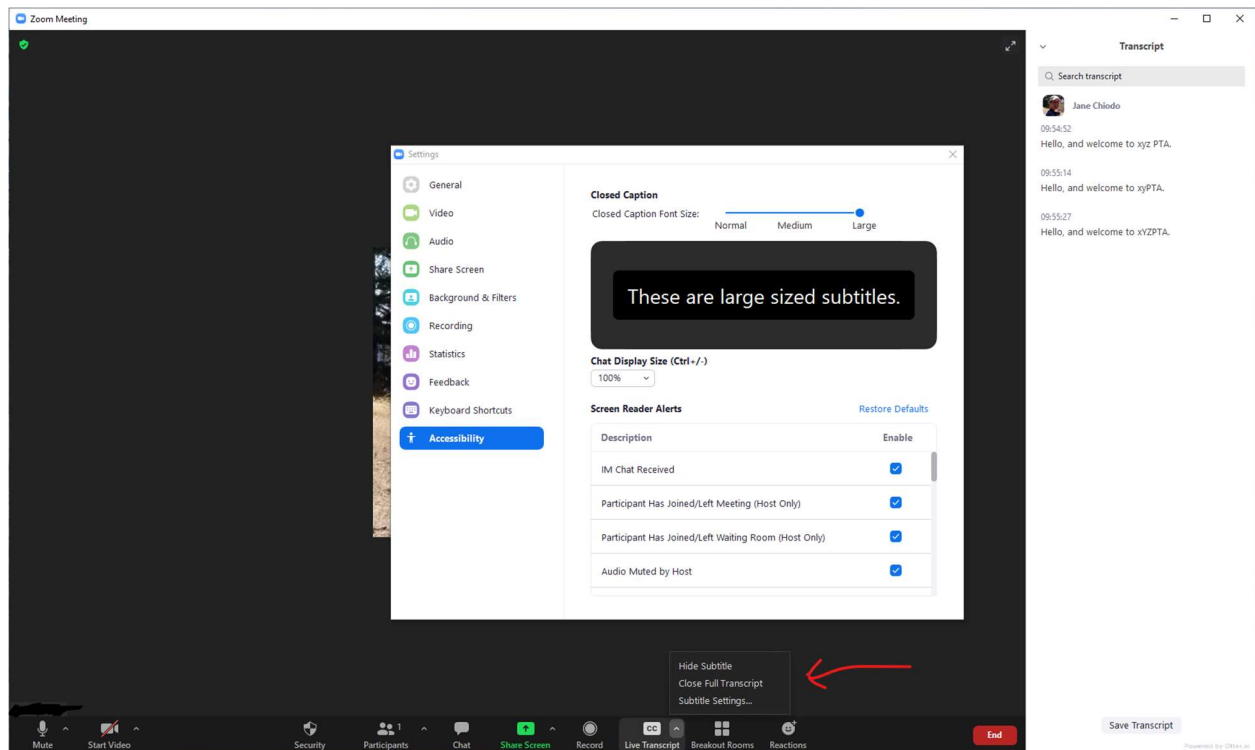
Additional Information: You will see a small up arrow on the "CC – Live Transcript" button. If you click this arrow, you will see options to "Hide Subtitle", "View Full Transcript" which will bring up the entire transcript on a side bar (you can also close it once it is open from the same up arrow menu), as well as being able to change "Subtitle Settings" (make them larger or smaller, etc.).

Note for Participants: These three options (Hide Subtitle, View Full Transcript, and Subtitle Settings) are available to all participants. It is recommended to review this option at the beginning of Zoom calls to make sure participants are aware and know how to use this new feature.