

# Captioning Options Summary, Panopto, Teams, Google Meets & Zoom

**Note:** With all automatically Generated captions, there will be some inaccuracies. You can improve the accuracy of automatically generated captions by following the steps listed below:

- Speaking clearly, slowly, and directly into the microphone. As your distance from the microphone increases, captions may become less accurate.
- Avoiding locations with background noise.
- Avoiding having multiple people speaking at the same time.

[Panopto](#)

[Zoom](#)

[Teams](#)

[Google Meets](#)

## 1. Panopto Captions Summary

Panopto provides several ways to add captions including Automated Speech Recognition (ASR), manually creating and editing captions within Panopto as well as options to use professional caption services and the ability to upload captions created outside Panopto.

### ASR (Automated Speech Recognition)

Every video uploaded into Panopto (whether it was created with Panopto or not) is machine-transcribed using ASR technology. This is primarily to allow video search technology, which means you can search inside the spoken content of every video you upload into Panopto. The transcribed audio is not automatically added to the video as closed captions by default.

Text generated by ASR can be added to the video as closed captions at any time but it is important to note that ASR is never 100% accurate and will always need some editing in order to achieve 100% accuracy. Panopto state that ASR captioning is typically 70-75% accurate, but this can vary widely depending upon the quality of the audio recording. ASR can be used as a starting point which people can edit easily within Panopto to be 100% accurate and added to the video as closed captions.

The following is a guide showing how to add and edit automatic machine generated captions to a video in Panopto:

<https://howtovideos.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=610849cd-1349-4128-a37f-ab9a0151b933>

### Manually Creating, Editing Captions or uploading Captions

It is possible to upload previously created captions using one of the supported formats (.srt, .ashx, .vtt, .dxfp). Follow the link for a guide on how to upload captions;

<https://support.panopto.com/s/article/Manually-upload-Captions>

You can also manually create captions within Panopto and edit them including changing the time during which they appear. Instructions on how to do this can be found here;

<https://support.panopto.com/s/article/Manually-Caption-Your-Videos>

## Enabling Closed Captions

Once Captions have been added to a video, they do not appear by default. To view the captions the viewer will need to click the CC button to display them thus providing viewers with the option to hide or display as required.

## 2. Zoom Captions summary

Zoom meetings can be used to deliver lectures and supervisions to your students synchronously in a video-conference and use the live closed captions. When you set up your Zoom meetings, you can also record them to the cloud for asynchronous purposes. Zoom cloud recordings can be configured to automatically generate a transcript based on the audio of your meetings. The accuracy of the generated transcripts will depend on factors such as the equipment and recording space, the speaker's voice and speech patterns. You will be able to edit the transcripts to improve its accuracy.

**Note:** Audio transcriptions in Zoom are only available for meetings recorded to the cloud, and the feature must be enabled prior to the meeting being recorded. Zoom transcripts will not be available for previously recorded meetings.

Zoom automatically adds real-time captions to meetings, lectures and webinars.

For further information on using audio transcriptions for cloud recordings follow the link below.

<https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-Transcribe-Cloud-Recordings->

## How to activate the Live Closed Captions as a host

As a host there are 3 ways of enabling the closed captioning in Zoom:

1. Allow host to type closed captions
2. Assign a participant
3. Use a third party closed caption service using the API token provided by Zoom and pasting it into the third party Closed Captioning tool.

Follow the link below for further instructions on integrating a third-party closed captioning service.

<https://support.zoom.us/hc/en-us/articles/115002212983>

## Integrating a third-party closed captioning service

As a meeting host, you can add closed captions to Zoom meetings by providing the third-party closed captioning service with the caption URL. The caption URL allows the third-party service to stream text from their closed captioning software to the Zoom meeting.

## Captioning Zoom Meeting recordings in Panopto

Panopto integration allows you to automatically upload Zoom recordings of your meetings to Panopto. The uploaded videos can then be automatically machine captioned. You can use Panopto's

interface to manually edit captions to improve the accuracy or order professional captions services which will require a subscription. Follow the link below on how to integrate Zoom with Panopto; <https://support.zoom.us/hc/en-us/articles/115002225886>

Cambridge University does not currently have a licence for this feature and therefore you can manually download then upload your Zoom recorded meetings to Panopto and take advantage of the Captioning service.

**Note:** Do not enable captioning in Zoom for the Meeting recordings, if you plan to use the Panopto's captioning features to add the captions.

### 3. MS Teams Captions summary

MS Teams provides a live captioning service only for meetings. The live captioning is available on the Desktop App and on the Web version of the Microsoft Teams and the captions are currently only available in English US.

[Adding automated live closed captioning to Teams meetings.](#)

MS Teams administrators can enable and disable live captions in the Teams Admin Centre (TAC). The choices are disabled or disabled with user override. Once the captioning is enabled at admin level, you will have the option to switch the live closed captioning on during the meetings.

For information on how to enable the admin settings and to view the captioning during an MS Team meetings follow the link below

<https://ucstatus.com/2019/12/13/microsoft-teams-live-captioning-in-meetings/>

**Note:** Live captioning service is not available for MS Teams video or audio calls.

#### ASR (Automated Speech Recognition)

Microsoft Automatic Speech Recognition (ASR) technology service provides the real-time captions for MS Teams. The ASR technology may use your meeting's subject, invitation, participant names, attachments, and recent emails of the participants to improve the accuracy of the captioning.

**Note:** If someone is speaking with an accent, or using specialist terminology, captions may be less accurate.

#### Captioning MS Teams Meeting recordings in Panopto

It is possible to make Captions available for MS Teams Meeting recordings to be viewed at a later date by downloading the recorded MS Teams Meeting file and uploading to the Panopto platform to enable the use of one of Panopto's captioning options ([described here](#))

**Note:** Do not enable captioning in MS Team for Meeting recordings if you plan to use the Panopto's captioning features to add the captions.

### 4. Google Meet Captions Summary

Google Meet provides live captioning functionality available to viewers by simply turning on or off closed captions (CC) as desired using a button on the viewing interface. The captions are automatically generated and available within live meetings.

It is not possible however to download the captions file or transcript of the captions. If you record a Google Meet, Captions are not recorded and are not available when you play back the recording.

Instead, the recording is stored on Google Drive which has the ability to upload caption files to add to the video. The caption file would need to be created outside of Google Drive in one of the following formats SubRip (.SRT) and SubViewer (.SUB). More information about adding caption files to Google videos can be found here;

<https://support.google.com/drive/answer/1372218?co=GENIE.Platform%3DDesktop&hl=en>

An alternative is to send the video to a professional transcribing/captioning service or uploading the video to a platform that has captioning creation options such as Panopto described below.

### Captioning Google Meet recordings in Panopto

It is possible to make Captions available for Google Meet recordings to be viewed at a later date by downloading the recorded Google Meet file and uploading to the Panopto platform to enable the use of one of Panopto's captioning options ([described here](#))