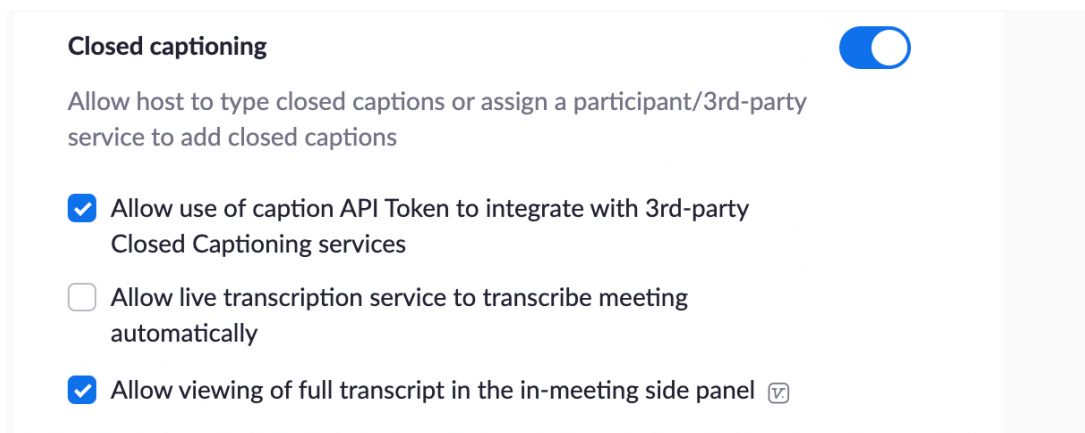


TotalCaption's Customized Settings to Enable Live Human Closed Captions in Zoom:

Our simplified Zoom instructions only takes a minute and encompasses all you need to know and what to do to enable live human captions to your event.

1. Sign in to the Zoom web portal (through the web and not via mobile device) as an admin with the privilege to edit account settings. This needs to be done in the host account and **MUST** be done prior to the host starting the live event.
2. Click on **My Account** in the upper right corner
3. In the navigation menu, click **Settings**.
4. With the window on full screen, click on **In Meeting (Advanced)**.
5. Make sure the **Closed captioning** feature is enabled (Blue means enabled).
6. Check **Allow use of caption API Token to integrate with 3rd-party Closed Captioning services**.
7. Check **Allow viewing of full transcript in the in-meeting side panel**.
8. **DO NOT CHECK ALLOW LIVE TRANSCRIPTION SERVICE TO TRANSCRIBE MEETING AUTOMATICALLY. THIS WILL INTERFERE WITH THE LIVE HUMAN CAPTIONING.** When you are done, this section should look like the following:



The screenshot shows the 'Closed captioning' settings in Zoom. At the top, the 'Closed captioning' toggle is turned on (blue). Below it, the text reads 'Allow host to type closed captions or assign a participant/3rd-party service to add closed captions'. There are three checkboxes: 'Allow use of caption API Token to integrate with 3rd-party Closed Captioning services' (checked), 'Allow live transcription service to transcribe meeting automatically' (unchecked), and 'Allow viewing of full transcript in the in-meeting side panel' (checked).

Should you make these changes while the event is live, all participants must leave the meeting and rejoin after the host makes these setting changes.