# Views and Closed Captioning

Views are the way the person sees what is on their screen. Sometimes it is up to the participant to set their own view on how they want to see the screen and other times it is controlled by the Host/co-host.

1. Not all view functions apply to all devices.
2. This is for version 5.7.4 so if you have a prior version, you might not have all of these options.
3. If you have a more recent version, you might have options that are not covered in this guide.
4. This guide does not dover dual monitors.

Views

If you or the participant clicks on the View icon, usually in the top right corner, they can select Speaker View or Galley View. This is how you or they see the other participants' videos.
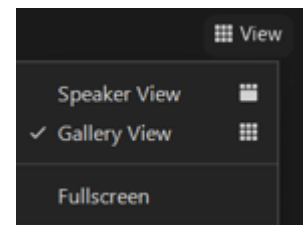
- Speaker view shows you the person that is speaking. If you are the person speaking, it does not show you.
- Gallery view shows the participants and the one highlighted in yellow is speaking.
- You can only see a limited number of videos with a cell phone, iPad or some tablets. Most larger devices let you see up to 25 and some up to 49 videos at a time. If there are more videos than can be shown on your screen, you can swipe and move to the next screen.

If there are a number of video images showing, and some of them don't have their videos on, you can put your cursor on one of them and right click and click on **Hide non-video participants**. Clicking on one will hide all of them. This might allow you to see more of the video images or larger video images when the others are removed.

If a participant turns on their video, we will then see them. If a different participant turns off their video, they will be hidden.

You can also hide your own video from your screen to allow more space to see the other videos. Click on your image and then **Hide Self View**. To get it to show back on your screen, go to View and select **Show Self View**.
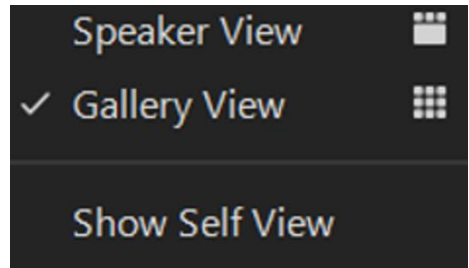
Spotlighting & Pinning

Spotlighting and pinning are all done the same way except only the host/co-host can spotlight and everyone can pin. When the host spotlights, it is reflected on everyone's screen. When the participant pins it is only reflected on their own screen.

Keep in mind, that if you are recording to the cloud, it will only show the active speaker. If you record locally, it will show the spotlights and any pinning that is done by the person doing the local recording.
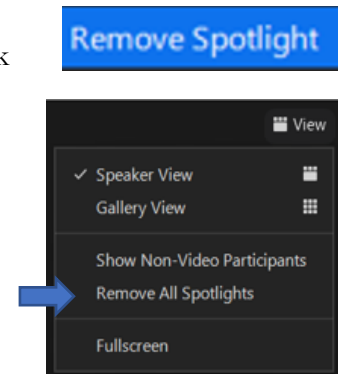
One Spotlight

- Host/co-host can Spotlight by right clicking on that person's image and click on **Spotlight for Everyone.**
- To change to another video, right click on that image and click **Replace Spotlight**.
- To remove the spotlight for the image, in the top corner, next to the green shield, click **Remove Spotlight**.
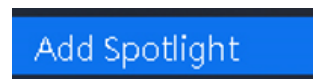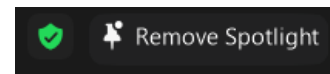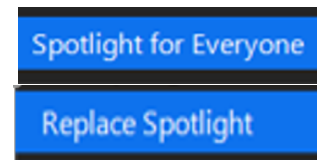
Multiple Spotlights

- We can now have up to nine videos spotlighted.
- To add another spotlight, the host/co-host right clicks on that person's image and clicks on **Add Spotlight.**
- To remove just one image from spotlight, click on that image and click on **Remove Spotlight**.
- To remove the spotlight from everyone, go to the View icon in the corner, and select **Remove All Spotlights.**

Pinning

- Pinning is done the same way as the spotlighting: click on the image and select.
- Participants can only pin one video on their screen at a time.
- The host can pin up to nine videos on their own screen (again, only the hosts see the nine images.)
- For both pinning and spotlighting, those do not show on the recording itself **if** it is recorded to the cloud. If it is recorded locally, the recording shows what that person is viewing on their screen.
This is different that Speaker view – that does show up on the recordings.

New – the host (co-host) can now allow a participant to multi-pin on their device.

- Click on the **Participants' list**
- Hover over the **More**
- Click on **Allow to Multi-pin** (repeat if necessary for other participants)

> When I tested this, it did not work if the participant was on a cell phone.
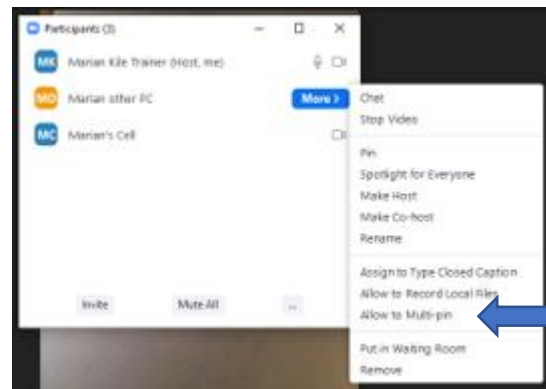
Custom Gallery View Organization

This was added to Zooms in September of 2020.
It doesn't work if you have **Hide Non-Video Participants** set. (see above)

Participants

- Each participant can rearrange their videos in the gallery view in any order they want during the meeting.
- Just drag and drop the videos in any order you want – sometimes you need to go straight down first and then go across.
- If another person joins, they usually are place in the last spot on the screen.

Host

- The host can arrange the videos and then click on **Follow Host's Video Order** and everyone will see all of the videos in the same order.
- If this is set, the participants cannot change the order on their screen.

Viewing with Share Screen

- Participants set their own view.
- They click on their View button, and select Side-by side Speaker or Side-by-side Gallery.
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- They can also drag the little bar between the screen and the speaker and move it to the right to see a bigger screen.
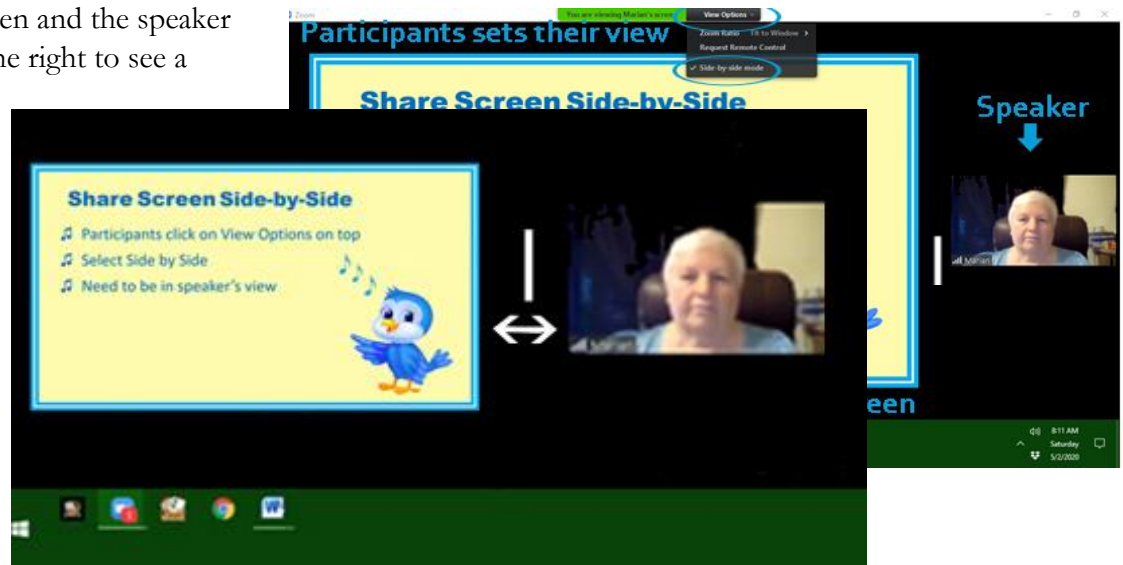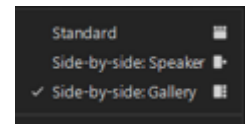
Video Settings

- Usually you want to click **Mirror** my video. You see yourself like you were looking in a mirror but everyone else sees what the camera is capturing. If you hold up a sign, it will be in reverse.
- You might want to have Zoom touch up your apperance.
- You can can have the light set to Auto or you can adjust this. If different times of the day your light is affected by what is coming in from a window, you might want to adjust it accordingly.
- You can set it not to show the other partipants' name on their videos. If you do this it shows the names for a few seconds and then they disappear. If you hover over any video, all of the names will come back on.
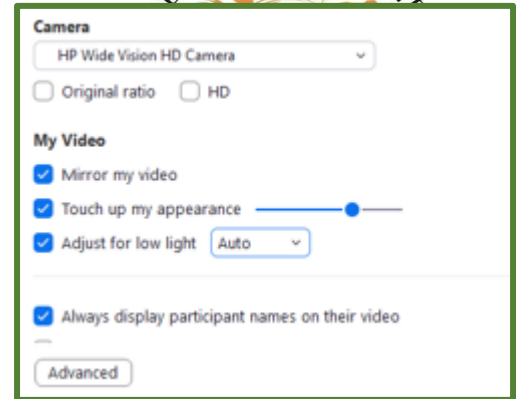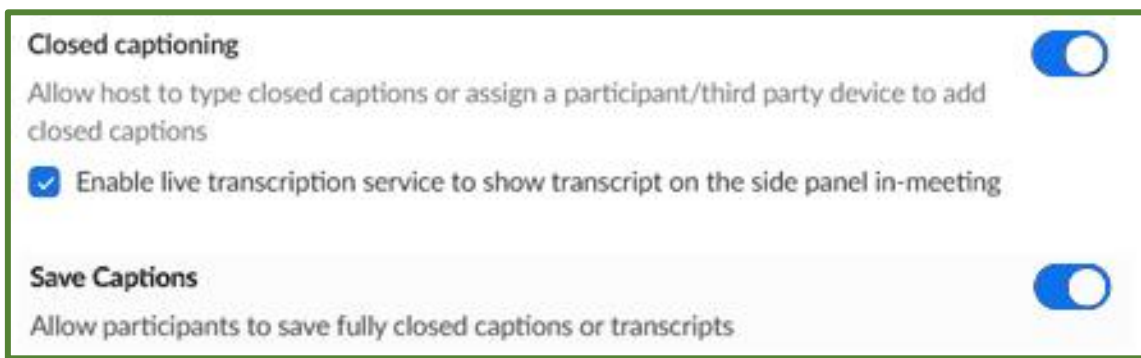
Closed Captioning in the Meeting

- This *live transcription* is a new feature as of December 2020. Previously, all we had was the closed captioning that could be available after the meeting was closed.
- Like most other automatic speech recognition (ASR) transcriptions, this is about 70 to 80% accurate.

Change the Settings

The has to be done in setup for the tool to appear on the Host's toolbar.

1. Go to CSUS.Zoom.US (Portal).
2. Sign in and go to Settings.
3. Scroll down to Closed captions (In Meeting Advanced section).
4. The Closed Caption indicator should be blue to show it is on.
5. The Enable live transcription service should be checked.
6. It is optional if you want the participants to be able to save the transcripts.

Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions

☑ Enable live transcription service to show transcript on the side panel in-meeting

Save Captions

Allow participants to save fully closed captions or transcripts

In the Meeting

If you want the live transcription (CC) available for that particular meeting:

- The Host can click on the **CC icon** and click on the bottom to **Enable Auto-Transcription**.
- If one person started the meeting, by default they are the Host. But that can be changed to another participant. Only the current Host can enable the CC. Yes, that means the tool to enable the CC is now on the new host's device.
- It does not need to be enabled for every meeting that is started in this account. It is just an option.
- It can be started or ended at any time during the meeting.
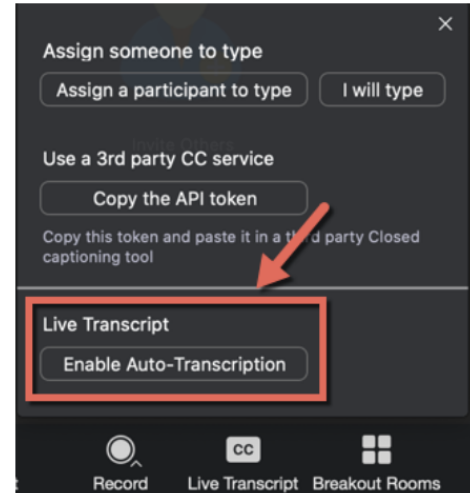
In the past, our Society has recommended that if we have 30 or more participants, we automatically set the CC. If we have less, we should check with the audience to see if someone would like to have it turned on.

It is still a good idea to do it for 30 or more, but now the participants can click on their CC icon and request to have the host turn it on.
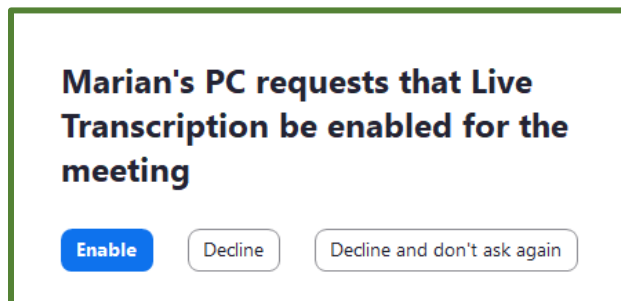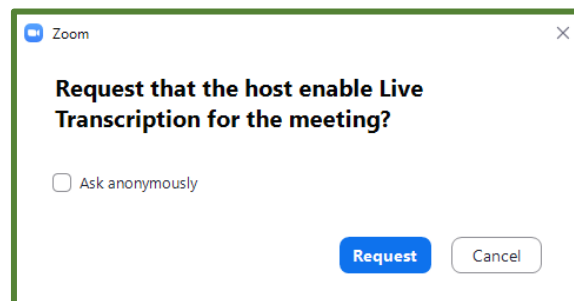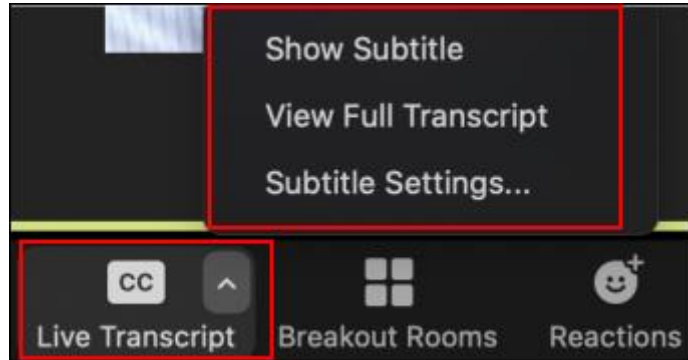
The host will receive this message on their screen.

Participants

Once the Live Transcription is enabled, participants have the option to choose if they want to see it. The click the CC icon and choose their option. It appears that once enabled by the host, the PC users have to option to turn it off and Mac users have the option to turn it on.

1. **Show Subtitles** displays subtitles on the screen.
2. **View Full Transcript** displays subtitles in real time with both the speaker's name and a time-stamp within the transcript window. They can also click on the button at the bottom of the pane to **Save Transcript** at that point (usually at the end of the meeting). It will usually be saved on the device of the participant under Documents/Zoom.
3. **Subtitle Settings** will open a window for where they have the Accessibility setting. They can change the font size for the CC at the top.
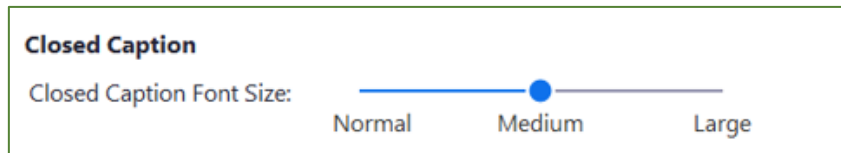
   - Just a little further down, they could also change the font size for their **Chat.**
   - These setting will stay for all of the meeting. They will only change if set until they are modified.
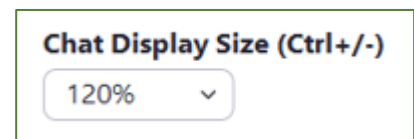
Note:

- The live transcription can be dragged to the side or top of the screen.
- To turn off the live transcription on an iPhone, click on More in the bottom right. Click on Meeting Settings, then turn off the Closed Captioning.

Tips for Closed Captioning

1. Use an external microphone which will provide better audio quality therefore, it will be transcribed more accurately. This can be a microphone on a headset.
2. Speak slowly to enable a more accurate transcription to what is being said.
3. When switching to a new speaker, that person should take a slight pause. It takes a second or two for Zoom to identify the new speaker.
4. Keep in mind that in Zoom, there is a delay in what the participants hear so they might start talking when they hear you stop but you have already started talking again. So, we should get in the habit of pausing if we are anticipating other people speaking.
5. As you use this feature more and more, you might see a pattern where some of your words or phrases always gets transcribed wrong. You might work on a different pronunciation so it transcribes more accurately. You can do this in a meeting all by yourself.
6. If you have a small group, under 12, you might check with them carefully to see if anyone wants the CC turned on. I say carefully because some members might not want to state that they have trouble with their hearing. You could ask something like, *"Does anyone prefer to have the CC turned on so they can see the live transcriptions?"*
7. If the host wants the transcriptions to appear in the recording that feature needs to be fixed in the settings. Go to Settings/Recording/ Cloud recording and click on Audio transcript.
8. The host can turn off their personal CC by clicking on the up arrow just like the participants. So, click on the CC icon to enable or disable but the arrow to adjust your own.
9. This feature is not available in Breakout Rooms.
10. The feature is also not available on Linux OS devices.
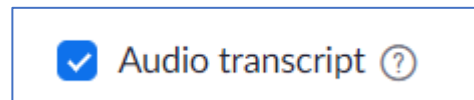
Practice using the views and the closed caption features