



Captioning Zoom Meetings

Note: The below instructions are only for the few customers still using VITAC's older, StreamText-integrated solution.

All other customers can find our updated instructions for ordering Zoom captions through VITAC's order portal [here](#).

Getting Started

1. **Contact your sales rep:** Any client who has not ordered VITAC captions for the Zoom platform should first contact their VITAC account executive or call 800-278-4822 to request the service and discuss pricing.
2. **Review the process:** Before beginning VITAC captioning with Zoom, the account executive will set up a call with the client and our Client Services and Production teams to review the Zoom process.

Ordering Captions

Call for any event within two business days. For guaranteed captioning service, VITAC requires that clients request service for events at least two business days in advance of the event start time. If your event is less than two business days away, please call **724-514-4077**.

Email for all other events. For events further than two business days away, email VITAC Production with the following information:

- Organization name (please include this in the subject line of the email)
- Date of the event
- Start time and end time *with time zone*
- Event title
- Contact person for the event, including email address and phone number
- The Zoom meeting invitation and/or call-in number, which will provide the audio stream information for the VITAC Captioner's use.

Once you send your email to VITAC Production, you can expect a confirmation response within one (1) business day. Please reach out again if you do not receive that confirmation email.

Before the Meeting

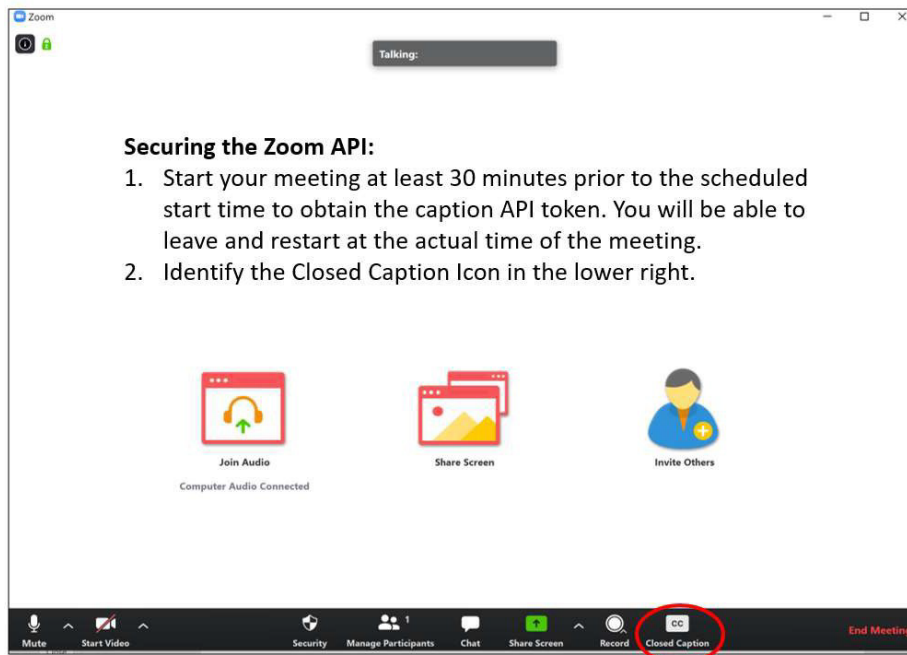
Please send preparation information in advance, at least 24 hours ahead of your event, and the Zoom API token no more than 30 minutes prior to the event. **We cannot caption without the Zoom API token.**

The Zoom API token is very sensitive, and any changes made to the materials in your meeting settings will change the API token. For this reason, we ask that you send the token no more than 30 minutes prior to the event. Email the token to VITAC Production and reference the event date and title.

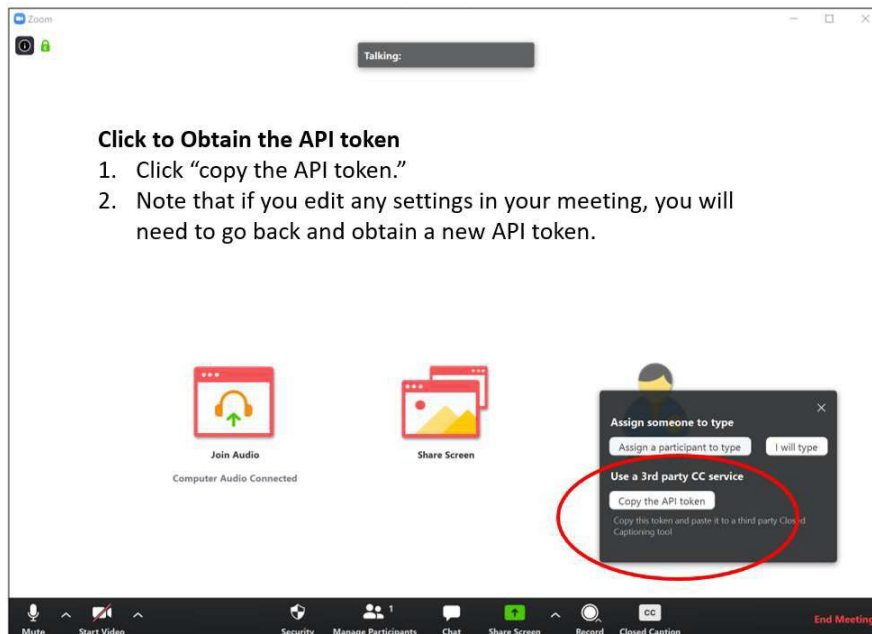
Any event preparation materials you share helps us provide the best caption experience possible. As it becomes available, please submit supporting information (such as PowerPoint slide decks, names of presenters, and terms specific to your business) to VITAC Production. Please reference your event date and title.

Securing Your API Token

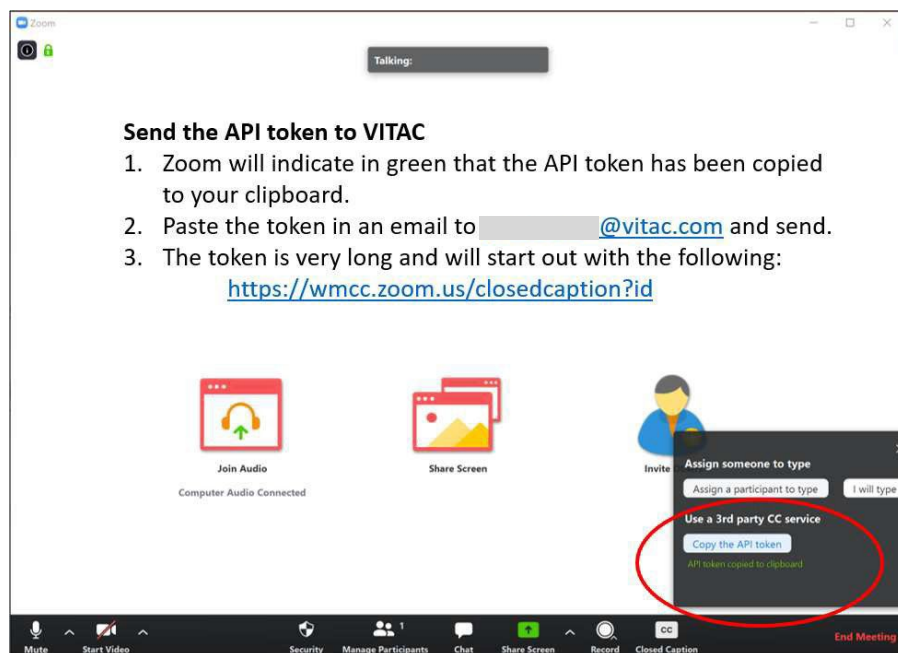
1. Start your meeting and click the CC Button.



2. Click "copy the API token."

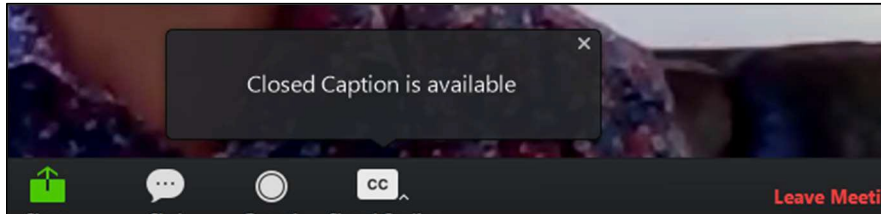


3. The screen will display a green message indicating the API has been copied. Send the token to VITAC.



During your Meeting

During the meeting, once captions are enabled, the participants will see this CC pop-up. Clicking on the CC will enable captions on their screen.



Once you begin your meeting, if your captions disappear, please generate a new API Token, email it to VITAC Production and call us at 724-514-4053. The most common reason for a captioning issue during a Zoom meeting is that a change was made to the event, which affected the API Token.

Important Scheduling Reminders

- VITAC will make every effort to continue captioning should a meeting run past its scheduled time. Since captioner availability cannot be guaranteed past the booked meeting time, please provide realistic meeting start and end times when booking so that VITAC can schedule a captioner accordingly.
- If an event is running long and you need to inquire about extending your caption coverage, please call our hotline at 724-514-4053 so that VITAC Realtime Technical Services can attempt to accommodate your needs.