

## Zoom Calls & Transcription

### Pacific Transcription's guide to recording and transcribing Zoom meetings



Zoom is a leading online video platform. The program is popular among workplaces and universities for conferences, meetings and interviews. Zoom has both a free and paid version available, making it accessible to anyone. The good news? You can record on both within the Zoom app, to produce quality audio ready for transcription!

This guide will walk you through recording a call and the functionalities available, saving your files to your computer, what the different file formats are and finally how to set up a Pacific Transcription Client account.

If you don't already have a Zoom account, you can sign up [here](#) and download the application [here](#).

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## 1 Recording a call

Once you're in a call and ready to record, all you need to do is press the record button at the bottom of your screen.



You may see the menu pictured on the right pop up. Click Record on this Computer.



You will know your recording has started when the following ribbon appears at the top of your screen.

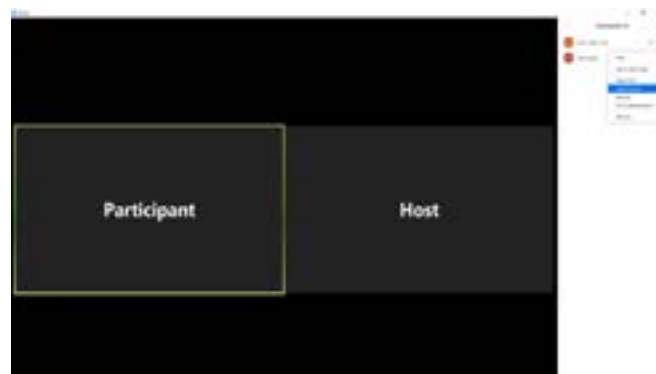


As soon as the recording starts, everyone in the meeting will be notified through a similar ribbon at the top of their screens.

You can pause or stop the recording at any time with the buttons in the top ribbon or the bottom bar. Pausing and resuming recording will only produce one audio and one video file. However, if you stop the recording, and start again this will create a new audio and video file each time. For transcription purposes, it is best to use the pause function rather than stop, as it will save you having to merge your files later.

There's a great article by Zoom with more information on setting up the record function [here](#).

Please note: If you are not the host of the meeting you will first need to ask for permission from the host before being able to record.

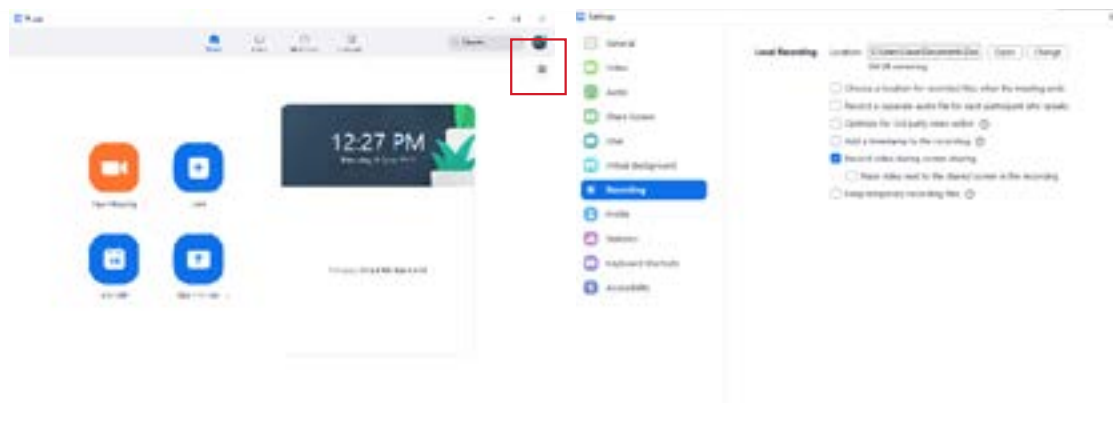


The host can grant someone else the ability to record by clicking Manage Participants. In the bar on the left, right click on the person you want to give permission to and select Allow Recording.



## 2 Saving your files

When you record a Zoom call the files automatically save to a folder that will open once you exit the call. To change this location, go to your Zoom homepage. Click Settings, then select Recording from the left panel. At the top you can see where your files are currently saved. Click Change to choose a new folder.



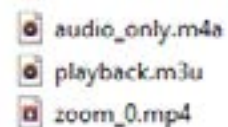
You can also select the option “Choose a location for recorded files when the meeting ends” if you would like to decide where to save each recording separately.

## 3 Understanding Zoom’s file formats

Zoom creates 4 types of files during recording. The MP4 files are the video recordings, and the M4A files are the audio files. There will always be one file titled playback.m3u. This is essentially a playlist of all your MP4 files. If your chat is used during the call you will also see a TXT file.

**For transcription purposes, you only need the M4A files.**

Some M4A files can be quite large and time consuming to upload to your Pacific Transcription account. If your files are very long, it is a good idea to convert them to an MP3 format before uploading.



Pacific Transcription suggests using a program called [GoldWave](#) (for PCs) or [iTunes](#) (for Macs and PCs). There are detailed instructions on how to convert M4A files with these programs in our [Reducing and Converting Audio brochure](#).



## 4 Creating a Pacific Transcription client account

If you don't already have a Pacific Transcription Client account you can easily create one by filling out the form on our [New Client Registration page](#). Once you have set up your username and password, you can login and upload your Zoom call audio files through our secure portal. One of our staff will get in contact with you to discuss your requirements before commencing transcription.

If you have any questions prior to registering, you can contact the Pacific Transcription team at [enquiries@pacifictranscription.com.au](mailto:enquiries@pacifictranscription.com.au).

**IMPORTANT:** To avoid liability, you should familiarise yourself with the legalities of recording conversations and always be sure to let everyone know when you are about to start recording.

### Contact Us

Have a question?  
Contact our enquiries team today:

NZ: FREEPHONE 0800 004 609  
[enquiries@pacifictranscription.co.nz](mailto:enquiries@pacifictranscription.co.nz)

AU: 1300 662 173 or 07 3378 2668  
[enquiries@pacifictranscription.com.au](mailto:enquiries@pacifictranscription.com.au)

