Getting Started with Otter.Ai

Record a conversation

Record a conversation on your computer or mobile device using the built-in microphone, a supported headset, or an external mic. After recording the conversation, you can edit and share your conversation with someone or a group.

Using a web browser

Note: With Safari, it is not possible to record the audio coming out of the speaker back into the microphone of the same computer and recommend using Google Chrome or the Otter mobile app.

1. Sign into Otter.

2. To record, click . Speak into your computer's built-in microphone, a supported headset, or an external mic. You will see the transcript in real-time while recording, as long as your device is connected to the internet. For best results, place the microphone within three feet from the person speaking and try to minimize background noise.

3. To pause the recording, click . To resume recording, click .

4. To stop recording, click .

5. Once the recording has been stopped, the conversation is saved automatically with the name *Note* to **My Conversations** or in the group or folder where you started your

recording. To change the name, click the conversation, then click the name and type a new one.

Using the mobile app

1. Open the Otter mobile app.

2. To record, tap 🎤 in the lower right corner. Speak into your device's built-in microphone, a supported headset, or an external mic. You will see the transcript in real-time while recording, as long as your device is connected to the internet. For best results, place the microphone within three feet from the person speaking and try to minimize background noise.

3. To pause the recording, tap ⏸ . To resume recording, tap 🎤 again.

4. To stop recording, tap ⏹ .

5. Once the recording has been stopped, the conversation is saved automatically with the name *Note* to **My Conversations** or in the group or folder where you started your recording. To change the name, tap the conversation, then tap the name and type a new one.

Processing the recording

The recording must be processed before viewing it. Otter will send an email when the process is completed.

Transcribe an online meeting, webinar, or virtual event

Many of us are remote workers for the time being, and phone/video remains an important tool for daily work communication. Video conferencing has become a key component of people's daily workflow. Otter integrates with Zoom, making it a breeze to transcribe meetings and enabling real-time transcriptions and captioning in Zoom for meeting participants. If the meeting host is not using Zoom, it's as easy as 1-2-3!

Step 1: Join an online meeting, webinar, or event

Whether you're using Zoom, Microsoft Teams, Google Meet, Skype, or Cisco Webex, join the meeting as you normally would on your computer.

Note: Be sure to play the audio through your computer speakers, turn up the volume, and do not use a headset.

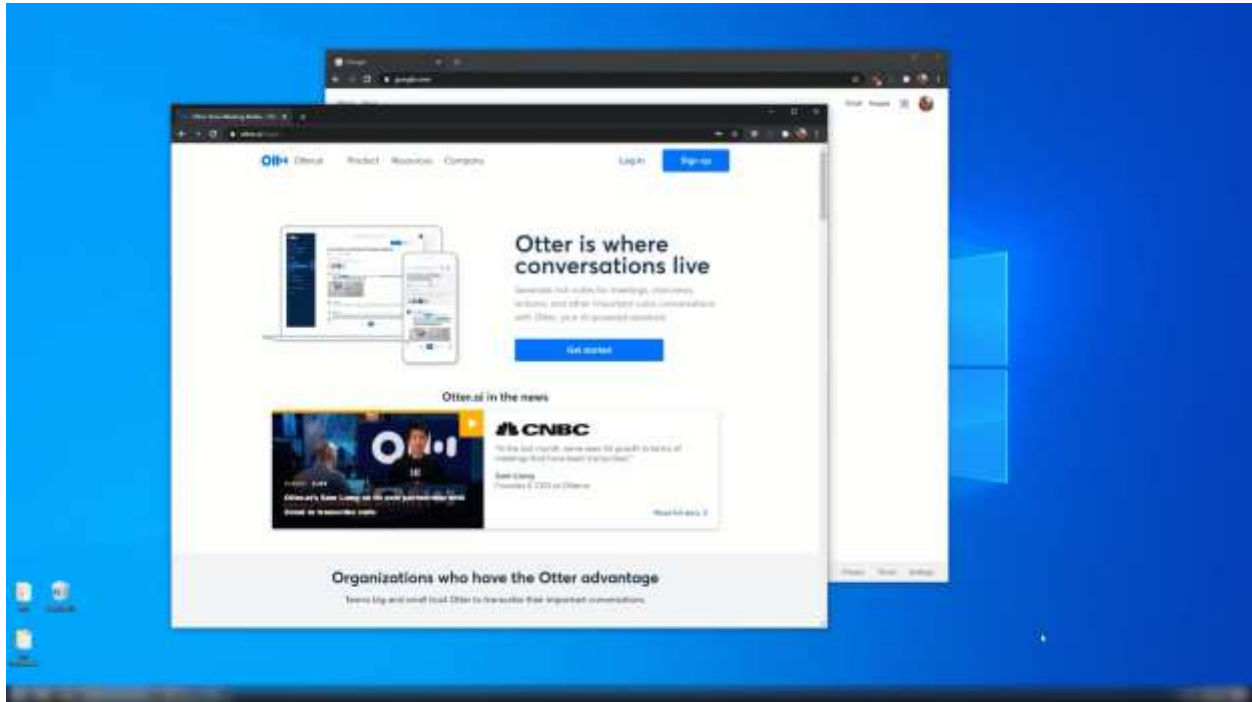## Step 2: Begin transcribing using Otter

Using Otter on a web browser on the same computer (recommended) or the mobile app, begin recording the meeting.

When using the Otter mobile app, place your device next to your computer's speaker, and refrain from moving or touching the device to avoid any unnecessary background noise that can affect the transcription accuracy.

Step 3: Split your screen

When using Otter on a web browser, split your screen to create a side-by-side view of the Otter transcript and video meeting. Resize either side by dragging the divider left or right.

Learn more in these Microsoft and Apple articles.

Transcribe a recorded conversation

You can transcribe a recorded conversation in two ways:

Import an audio or video file

Import (upload) an audio or video file to Otter from your computer or mobile device. When you import a file, Otter will process the audio speech and create a transcription. Learn more about importing a file.

Transcribe the conversation playback

If you don't have access to the recorded audio or video file such as online steam, you can transcribe the conversation playback using Otter.

1. Play the conversation audio through your computer speakers, turn up the volume, and do not use a headset.

2. Using Otter on a web browser on the same computer (recommended) or the mobile app, begin recording the conversation.

   Note: Safari does not support recording audio playback on the same computer. We recommend using Otter using Chrome or Firefox, or the mobile app.

When using the Otter mobile app, place your device next to your computer's speaker, and refrain from moving or touching the device to avoid any unnecessary background noise that can affect the transcription accuracy.

Additional Information

For any additional information of how Otter.Ai works or for any trouble shooting guides please refer to the Otter.Ai help Web page: Otter.Ai Help Center