PACIFIC Transcription

On-line, on-time and on-call

Audio Recording Tips

Before Recording

1 Recording Device Settings

Familiarise yourself with your recording device.

We recommend you set the recorder on the highest quality setting. If you are recording on an Olympus recorder, for example, you should use either the standard play (SP) setting or the high quality (HQ) setting. This makes it easier to transcribe a recording.

Ensure that you are recording in a suitable audio format. With some recorders, you can record audio in various formats, such as .ds2, .dss, or .wma. Here at Pacific Transcription, we find that .wma is the best format to use for recording and making a transcript of audio interviews.

Make sure you have all the necessary recording accessories available. It is helpful to have a spare recorder battery on hand, just in case. You may also prefer to use a power adapter if there is a nearby power outlet.

It is a good idea to make sure that you know where the pause button is before you start recording – this is very useful, especially if you are unexpectedly interrupted during your interview.

Remember to un-pause, when recommencing recording.



2 Location Settings

Once you have organised your recording equipment, find a suitable location to conduct the interview.

It is best to avoid recording interviews where there is a lot of background noise, such as busy public places, coffee shops, or environments where there is a loud air conditioner, construction noise, trains, etc.

Background noise can negatively impact the quality of the recording and therefore the quality of the transcript of your interviews.

3 Online Conference Recording Apps

Online video/audio calls can be recorded on your computer without external equipment. Programs such as Zoom and Microsoft Teams have a 'record' function within the platform.

You can also record audio using your computer's stereo mix function.

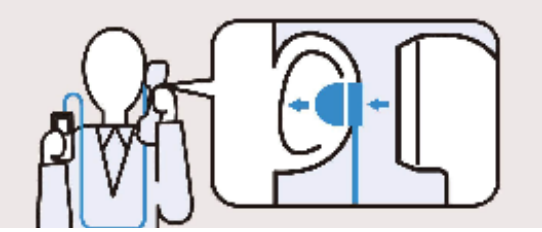
One of the benefits of recording your interviews using an online conference recording app is that the video helps transcribers identify who says what. This feature is very helpful where speaker identification is preferred.

4 Phone Interviews

Phone interviews can be recorded using a speakerphone or an inexpensive external telephone pick-up microphone.

Test the speakerphone first to make sure your recorder can pick up good-quality audio. Ensure that you do not place the recorder too close to the speaker.

Alternatively, you can use an inexpensive microphone, such as an Olympus or Philips telephone pick-up microphone. This can simplify the process of recording your interviews when your interviewees are not in the same location as you.



One end fits into the ear you hold the telephone to, and the other end plugs into your recorder, capturing excellent audio from both speakers.

Pacific Transcription's Australian-based online store stocks both Olympus and Philips telephone pick-up microphones, and has speakerphones available for hire.

During Recording

1 Recording Device Placement

Ensure the recorder is equidistant from participants and not too close to you. If anything, sit further away from the recorder, as the interviewee's response is most important.

Try not to move the recorder once it is in place. Small ambient noises can obscure speech.

Remind participants to try not to rustle paper, click pens, or drum their fingers on the table during the interview.

2 Meeting Protocols

Following established and agreed meeting protocols assists with accurate speaker identification for the transcript.

Ask participants to state their name each time they speak, as it is not always possible to identify speakers from audio alone.

If you require speakers to be identified, it is useful if someone present can keep a speaker log.

Encourage participants to speak one at a time.



If a side discussion or laughter occurs whilst you are recording your interview, wait for it to quieten down before you ask your next question. Laughter in particular can drown out what is being said and creates uncertainty in a voice recording transcript.

Small ambient noises can obscure speech. Remind participants to try not to rustle paper, click pens, or drum their fingers on the table during the interview.

Use hand gestures to let speakers know you are listening.

Don't hesitate to repeat key sentences for clarity. It is better to do this during the interview than struggle with indistinct audio after the interview.

After Recording

1 Specify the transcript style and template you wish to use.

Pacific Transcription offers a number of transcript styles and templates, including: Intelligent Verbatim and Strict Verbatim transcript styles, and transcript templates such as Standard, NVivo Basic, NVivo Headings Simple, NVivo Headings Questions, and NVivo Synchronised.

Our standard transcript style, known as “intelligent verbatim”, is requested by 95% of our clients. Intelligent verbatim involves slight editing for ease of reading. Other transcript styles and templates are also available, some of which incur surcharges.

Download brochures on example transcripts and styles from the brochures page on our Australian and New Zealand websites. If your requirements fall outside these options, please call our helpful Enquiries Teams to discuss further.

2 Provide a vocabulary list of commonly used words and phrases, such as industry-specific acronyms, terminology, and jargon.

Sending us a vocabulary list gives our transcribers immediate access and insight into the topics being discussed, which facilitates the production of more accurate transcripts.

3 Confirm with us your desired turnaround time and any other transcription requirements.

We offer a range of turnaround times to suit your individual needs. Confirm with us your turnaround and any other transcription requirements, such as speaker names, transcript style, and template. This ensures we begin your transcription job knowing exactly what you want, need, and expect.

If you’re an academic or researcher on a grant budget, and need to pay for transcription but haven’t completed all your planned interviews, consider our prepaid transcription service. This service offers academics and researchers peace of mind that future research interviews and transcription requirements are covered.

Click to find out more on Pacific's prepaid transcription services for New Zealand clients and Australian clients.



About Pacific Transcription

Pacific Transcription is a client-focused business that delivers a comprehensive suite of exceptional transcription services to clients in New Zealand and Australia, and across the globe.

Pacific Transcription* is the New Zealand and Australian branch of the global Pacific Solutions network, and is proud to be ISO 27001 (Information Security Systems) & ISO 9001 (Quality Management Systems) certified.

Our Australian-based products team can provide advice on which recording equipment will best meet your recording needs. Contact the Products Team at products@pacifictranscription.com.au or visit our online store to peruse, hire, or purchase high quality recording equipment.



Contact Us

More Questions?
Contact our enquiries team today.

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PTB024 LastUpdated: 23/10/2025