

MEETING DAY AND TIME - Technical Information

For the Secretary/Chair to read before leading a phone bridge meeting

As the Secretary/Chair for this meeting you will be given a “leader code” that will give you more features on the key pad than other members.

Here is some information that will help before dialing into the meeting once you have been given the leader code.

- 1. Dial the phone number and then use the regular pin number followed by the # sign that everyone else uses.**
- 2. There will be a voice prompt after entering the regular pin # that says “IF YOU ARE THE MODERATOR PLEASE PRESS 1.”**
- 3. Follow the prompt and Press 1. The word “moderator” and “leader” mean the same thing.**
- 4. The voice prompt will again say “PLEASE ENTER THE MODERATOR PIN (Leader Code) number FOLLOWED BY THE # SIGN”.**
- 5. You will join the phone meeting muted after entering the leader code and # sign. Press *1 to unmute yourself and then introduce yourself as the Secretary/Chair of the meeting. Press *0 for a menu of all features.**

Probably one of the most important services you can give as the Secretary/Chair is to have the highest sound quality on the phone bridge system. This means without background noise and weak sound quality. “Sound” is all we have for the phone meeting to work.

Background noise can be taken as disrespectful or interruptive while members are speaking. As a trusted servant you can guide the meeting without background noise or interruptions to the best of your ability.

Along with your own skills; here are a few tips and a few pieces of information to help you:

- 1. Technically the phone bridge system is built for “only” one person to be unmuted at a time. This of course would include, You (the Secretary/Chair) as well as the Timekeeper to stay muted by using the *1 keys. The timekeeper only unmutes to say “time”. The Secretary/Chair unmutes a few seconds before the member is done sharing to welcome the next share. You can remind the timekeeper to please stay muted except to say “time”. (Only one line unmuted at a time).**

2. **As the Secretary/Chair** (with the leader code) you **are encouraged to use the *5** to clear the line to address the noise. This ensures that members will be able **to speak so their share can be heard**. Then the member can press the *1 keys to continue sharing without the previous background noise. **We call this “Cycling Through”**. (Most of the time people forget to mute and don’t know they are not muted). This can be done by saying **“Excuse the interruption, I’m going to clear the line”** and then **press *5 keys**. You then could say, **“Whoever** was sharing please press *1 and begin again,” or **“Whoever** would now like to share please press *1 to unmute yourself.”

3. **Some meetings have multiple readers. The extra unmuted lines will cause the reading to be heard by some but not by other members. Here are some suggestions.**
 1. **Organize the readers so they know the order they will be reading.**
 2. **Then tell the rest of the readers to mute until a few seconds before it is their turn to read.**
 3. **After each member reads remind them to mute again.**
 4. **(AS A Rule of Thumb), just because you can hear does not mean that other members can. These phones meetings have global coverage. Not all phones have equal sound. Only one line unmuted at a time will keep a clear worldwide phone line for everyone during the meeting.**

These 4 technical points can promote safety, warmth and recovery similar to face to face meetings. This was written to assist you to know and understand the phone bridge technical features.

Thank you for taking the time to read these suggestions. If you need help, just ask. **Congratulations on doing service and beginning the flow that opens our heart to what it already knows---that we all need each other.**

**Sincerely,
Your Web Coordinator**

The Meeting Format Starts Now

(This is the part you read out loud)

MEETING FORMAT:

AI-Anon Family Group **MEETING DAY, TIME AND NAME OF MEETING (Example Wednesday 10pm Topic Meeting)**

INTRODUCTION: Welcome to the **MEETING DAY, TIME AND NAME OF MEETING**

1) **My name is _____**, a grateful member of AI-Anon and your chairperson for this meeting.

2) **The Serenity Prayer:**

**God grant me the serenity
To accept the things I cannot change
The courage to change the things I can
And wisdom to know the difference.**

(AI-Anon/Alateen Service Manual, Page 10)

Chairperson says: Will all who care to join me in a moment of silence, followed by the Serenity Prayer. Please press *1 to unmute.

3) **PHONE ETIQUETTE:**

- a. Prior to joining the meeting, we ask members to temporarily disable their call waiting by dialing *70 before calling the number to the phone bridge (example *70-1-712-432-8733). If a member does not disable their call waiting, we may hear your conversation or beeping.
- b. When you dial in, you will start the conference being muted.
- c. Stay muted at all times unless you are sharing. You can un-mute by pressing your *1 keys. You will hear a voice saying "you are now un-muted". Some phones do not have a long enough beep for the muting and un-muting to happen. You may have to press *1 several times for this function to work. When the voice comes on, you will know that the *1 keys have worked.
- d. We ask members to use the *1 keys to mute even if they have a mute function on their individual phones. The *1 keys ensures the greatest sound strength for the entire phone line and provides the greatest service to all members of the phone bridge during the meeting.
- e. Please do not use a speaker phone for sharing or we will all hear an echo. Some speaker phones will not mute even when pressing your *1 keys.
- f. To hear a menu of all the features--such as volume control or member count-- simply press * by itself.

READINGS:

4) Chairperson reads:

SUGGESTED AL-ANON WELCOME: (Al-Anon Alateen Service Manual pgs.10 – 11 or in How Al-Anon Works pg. 8)

5) ASK FOR VOLUNTEERS to read:

- a) **PREAMBLE** to the Twelve Steps (front of Hope for Today and Survival to Recovery)
- b) **THE TWELVE STEPS** (Back of all Three Meditation Books)
- c) **THE TRADITION AND CONCEPT OF THE MONTH** (Back of Three Meditation Books)

6) **INTRODUCTIONS:**

Are there any newcomers on the line today? Please press *1 so that we can greet and welcome you.

Now let's go around the globe and introduce ourselves. Please press *1 to unmute. I'll start . . .

Hi, I'm _____ (Name) _____ from (_____ State _____)

7) **ANNOUNCEMENTS:**

Chairperson reads:

- a) Our Seventh Tradition states we are self-supporting through our own voluntary contributions.

This is a gentle reminder that this phone bridge has expenses as stated on the website <http://www.alanonphonemeetings.org/7thtradition.htm> (Click here)

Formats that state "...Although we have no expenses related to this phone bridge..." are outdated from the beginning formats over seven years ago.)

Below are some suggestions for each autonomous group to consider.

Contributions can be sent to the World Service Office and state that it is from **MEETING DAY, TIME AND NAME OF MEETING**. Our World Service Office ID number is _____.

and/or

Contributions can also be sent to:
Al-Anon Phone Meetings
P.O. Box 313
Allamuchy, New Jersey 07820

and/or

Or electronically at www.alanonphonemeetings.org under the contributions page.

and/or

Also donations can be made at your face-to-face meetings.

- b) Do we have any available Al-Anon Sponsors?
- c) Do we have a **volunteer who will stay on the line** after the meeting to greet newcomers, answer questions about Al-Anon, or to explain the phone etiquette?
- d) Business Meeting takes place on the ... **THE BUSINESS MEETING DAY HERE for example (First Wednesday of the Month).**

8) Are there any other **Al-Anon related announcements?**

Chairperson reads the Anonymity Statement:

In Al-Anon this is a gentle reminder that we speak from our own experience, and ours is derived from living with the effects of alcoholism. We ask those who are members of other anonymous programs not to break their anonymity and to try to identify with the Al-Anon approach for the family illness. Ours is a different experience and calls for a different interpretation.

If your format has the Anonymity Statement below;

Anonymity is an important principle of the Al-Anon program. Everything that is said here, in the group meeting and member-to-member, must be held in confidence. Only in this way can we feel free to say what is in our minds and hearts, for this is how we help one another in Al-Anon. (This is CAL Literature in "How Al-Anon Works" pages 8-9 and requires online permission from WSO)

9) **MEETING TOPIC AND PERTENINT INFORMATION HERE.**

Information on any part of the formats that is written in any of Al-Anon's Conference Approved Literature (CAL) requires permission from WSO using the "ONLINE FORM." This form is located on the home page of www.alanonphonemeetings.org.

The only exception is if the article states that it can be used on our Web site along with the credit line: "Reprinted with permission from the Al-Anon Family Group Hdqts., Inc., Virginia Beach., VA" (See The Forum Stories on our website as an example)

The chairperson could ask for a volunteer to read the literature as an alternative solution.

10) ASK FOR TIMEKEEPER: We have 3 minute shares do we have a volunteer to be our spiritual timekeeper? Please be gentle when you call time. When you hear the timekeeper call time please let them know you heard them by saying Thank you, I'll wrap up, etc.

11) OPEN FOR SHARING: We are now open for 3 minute sharing. We invite the timekeeper to share first. The floor is now open for to share.

12) Fifteen minutes before the meeting closes: We are now at fifteen minutes before the close of the meeting; we will now open up the sharing for newcomers or for those members who do not regularly share.

13) CLOSING (begin closing the meeting 5 minutes before the meeting ends. **IF THE MEETING LAST FOR ONE HOUR THEN IT WOULD READ SOMETHING LIKE...(5 MINUTES BEFORE THE TOP OF THE HOUR)**

Chairperson reads: The Al-Anon Suggested Closing. (The Al-Anon Alateen Service Manual pg. 22 or How Al-Anon Works pg. 396 or older book pg. 380)

14) Al-Anon Declaration: (Formats with the Roman Numeral (IV) for page 9 is also a carryover from beginning formats. The number 9 is Roman Numeral IX).

Chairperson asks: Will all who care to, join me in closing with the Al-Anon Declaration... (Al-Anon Declaration can be found in the **Al-Anon Alateen Service Manual** pg. 22 or **Paths to Recovery** Roman Numeral page 9 (IX).

...followed by The Serenity Prayer.

**God grant me the serenity
To accept the things I cannot change
The courage to change the things I can
And wisdom to know the difference.**

(Al-Anon/Alateen Service Manual, Page 10)

Please press *1 to unmute.

15) Names & Telephone Numbers:

Chairperson asks for members to call out names of individuals they want telephone numbers. After all names are requested the chairperson then asks for their phone numbers.

MEETING SCHEDULE

The meeting formats and phone bridge information can be accessed on the web at www.alanonphonemeetings.org. Format changes or requests can be emailed to alanonphonemeetings@yahoo.com. Any **new meetings** and format drafts ideas can be brought to the Group Conscience Meeting 4th Saturday of the month at 1:30 EST.

Meeting Schedule

All Eastern Time zone, same pin and phone # as you dialed in for this meeting

8am	Saturday and Sunday
9am	Weekdays (Monday ----- Friday)
11am	Sunday
Noon	Monday ----- Saturday
2pm	Sunday
4pm	7 days a week
8pm	7 days a week
10pm	Monday, Tuesday, Thursday, Friday and Saturday
12 midnight	Thursday

Chairperson states: This meeting is now formally closed.

Chairperson turns the meeting over to the newcomer greeter after the meeting closes.