

Monday 4pm - 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 phone 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)

FORMAT:

MONDAY 4 PM Topic Meeting

INTRODUCTION:

1. My name is _____, a grateful Al-Anon member and your secretary for this meeting.

We welcome you to the Monday 4pm Beginners Literature meeting. The intention of this meeting is for newcomers to Al-Anon to feel welcome and to know how important you are to our fellowship. All Al-Anon members are always welcome here.

The topic for this meeting is the reading of Al-Anon approved literature from How Al-Anon Works, or Newcomer Pamphlets.

We hope that the reading and study of this literature will help the newcomer feel that they are part of our Al-Anon Family Group.

- 2) Let all who wish to unmute by pressing * 1 and join us to say the **SERENITY PRAYER**

God grant me the serenity
To accept the things I cannot change,
Courage to change the things I can,
And wisdom to know the difference.
(Al-Anon/Alateen Service Manual pg. 10)

- 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 *1keys 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.

4) ASK FOR A VOLUNTEERS TO READ

- a. **Al-Anon's 12 Steps** found one page after December 31 in all three meditation books
- b. **One Tradition & One Concept** of the month (one and two pages respectively after the 12 Steps in all three of the meditation books)

4a) Introductions

Are there any newcomers today either new to Al-Anon or new to the phone bridge? Please press *1 to introduce yourself so we may greet you.

Let's go around the globe and introduce ourselves. Hi, I am _____ (Name) _____ from (_____ State _____) Welcome

4b) ARE THERE ANY AL-ANON RELATED ANNOUNCEMENTS?

4c) ARE THERE ANY AVAILABLE AL-ANON SPONSORS?

[Business Meeting is the first Monday of the Month]

5) 7th Tradition: Al-Anon is fully self-supporting, declining outside contributions. Although we have no expenses related to this phone bridge, we ask that you send your contributions to WSO or make donations at face to face meetings. Our meeting's register number with **WSO is 30536816.**

6) Leader picks literature to support the Newcomer to understand Al-Anon more clearly from How Al-Anon Works, or Newcomer Pamphlets.

7) Speaker

Ask someone who has been in the program for at least 6 months if they would like to qualify for 5-10 minutes on the literature that was read. Please rotate service by qualifying as the speaker only one time within a month. If no one volunteers the leader may qualify or read another piece of Literature, or open the floor for sharing.

8) 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 fellowships not to break their anonymity and to try and identify with

the I-Anon approach for the family illness. Ours is a different experience and calls for a different interpretation.

9) 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.

10) OPEN FOR SHARING: We are now open for 3 minute shares we invite newcomers to Al-Anon or new to the bridge to share first (NOTE TO LEADER AFTER a few beginner shares or 10 minutes or so open the floor to everyone)

11) CLOSING: After we close the meeting we will ask people who choose to, to leave their phone numbers today. After phone numbers are given we will read the list of all the Al-Anon phone meetings on the phone bridge. The bridge remains open for questions and sharing after the official meeting ends. Are there any available sponsors? Is there someone who can stay after the meeting to greet newcomers and answer questions and continue the sharing?

Suggested Al-Anon Closing: found on page 22 of the Al-Anon Alateen Service Manual

In closing, I would like to say that the opinions expressed here were strictly those of the person who gave them. Take what you liked and leave the rest. The things you heard were spoken in confidence and should be treated as confidential. Keep them within the walls of this room and the confines of your mind. A few special words to those of you who haven't been with us long: Whatever your problems, there are those among us who have had them too. If you try to keep an open mind you will find help. You will come to realize that there is no situation too difficult to be bettered and no unhappiness too great to be lessened.

We aren't perfect. The welcome we give you may not show the warmth we have in our hearts for you. After a while, you'll discover that though you may not like all of us, you'll love us in a very special way – the same way we already love you.

Talk to each other, reason things out with someone else, but let there be no gossip or criticism of one another. Instead, let the understanding, love and peace of the program grow in you one day at a time.

THANK EVERYONE FOR THEIR SERVICE

MEETING SCHEDULE

Meeting schedule and phone bridge information can be accessed on the web at www.alanonphonemeetings.org. Format changes, determined by the group conscience of each autonomous meeting, can be emailed to

alanonphonemeetings@yahoo.com. As per group conscience, proposals for new

meetings and format drafts ideas can be brought to the Group Conscience Meeting on the 4th Saturday of every month at 1:30 EST.

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

8am	Saturday and Sunday
9am	Weekdays (Monday thru 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

FORMAL MEETING IS NOW CLOSED:

a) Now is the time for anyone who chooses to leave their phone number

Secretary turns the meeting over to the newcomer greeter for approximately 25 minutes after the meetings closes.