

Monday 9am - 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)

FORMAT:

MONDAY 9am DAILY MEDITATION MEETING

INTRODUCTION:

1) Hi I am ---- your secretary for this meeting. We welcome you to the Monday 9:00 am Meditation Book Meeting. At this meeting we read the corresponding page for today out of Al-Anon's Three Meditation Books (also known as the three daily readers)

2) Let all who wish to un-mute 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 you do not disable your 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 say "you are now unmuted". 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 ensure 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 speakerphone 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 and member count--simply press * by itself.

4) ASK FOR A VOLUNTEER TO READ

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

INTRODUCTIONS:

We will now go around the globe and introduce ourselves Hi, I'm ____ from ____
Welcome everyone please press *1

ANNOUNCEMENTS:

. 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. This meeting's WSO ID **30534437**.

Do we have any available Al-Anon sponsors?

Do we have a volunteer who will stay on the line after the meeting to answer questions about Al-Anon or to explain the phone etiquette?

Are there any newcomers on the phone bridge today? You can press your *1 keys to unmute yourself and state your name so we may greet you.

We reserve the last ten minutes of the meeting especially for newcomers to share or for members who normally are quiet so that everyone on the phone bridge has an opportunity to share.

The meeting schedule will be read at the end of the meeting after numbers are given out.

Are there any Al-Anon related announcements?

[Business meeting is on the First Monday of the month.]

5) Secretary/Chair asks for 3 readers to read the days reading from ONE DAY AT A TIME, COURAGE TO CHANGE, HOPE FOR TODAY

6) Readers read one after another

7) **ANONMITY 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 Al-Anon approach for the family illness and to refrain from quoting other program literature. Ours is a different experience and calls for a different interpretation.

8) **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.

9) **OPEN FOR SHARING:** We are now open for 3 minute sharing. We invite the timekeeper to share first. The floor is now open for everyone to share. If you recently shared at this meeting, would you consider waiting a moment so that someone who has not had a chance to share recently may have a chance.

a) **10 minutes before top of the hour: We are now open for newcomers and people new to the bridge**

10) **CLOSING:** We will now take names for phone number requests or outreach . After the serenity prayer we will get the phone numbers and 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?

THANK EVERYONE FOR THEIR SERVICE.

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)

MEETING SCHEDULE

Meeting schedules, formats and additional information can be accessed at www.alanonphonemeetings.org

Format changes per individual group conscience can be emailed to alanonphonemeetings@yahoo.com. Any new meetings and format draft ideas can be brought to the Group Conscious Meeting on the 4th Saturday of the month 1:30 EST.

All Eastern Time Zones on same phone and pin number 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

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

FORMAL MEETING IS NOW CLOSED.