

Friday Noon -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.

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 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 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.**

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:

Al-Anon's Friday Noon Speaker Meeting

INTRODUCTION:

1. Hi, my name is _____, a grateful Al-Anon member and your secretary for this meeting. This meeting last for 1 hour and 15 minutes.

2 . Serenity Prayer

Let's open with a moment of silence for those family members still suffering inside and outside of these rooms followed by 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. Leader or volunteer reads:

SUGGESTED AL-ANON/ALATEEN WELCOME

(How Al-Anon Works pg.8 or Al-Anon/Alateen Service Manual pg.10)

4. READINGS AND INTRODUCTIONS

Would someone please read?

- a. Preamble to Al-Anon's 12 Steps, which can be found two pages before January 1st in all three meditation books
- b. Al-Anon's 12 Steps, which can be found one page after December 31st in all three meditations books
- c. Tradition & One Concept of the month, which can be found one and two pages respectively after the 12 Steps in all three of the meditation books.

5.INTRODUCTIONS: Let's go around the globe and introduce ourselves. Hi, my name is____, and I'm calling from ____ (state)

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

The Business Meeting is on the first Friday of the month.(On the first Friday of the month, the newcomer greeter is asked to give out his or her phone number because the business meeting will take up the space generally reserved for newcomer questions.)

Are there any newcomers on the bridge today? Please press your *1 keys to un-mute yourself and state your name so we may greet you.

7 . All meeting schedules will be read after the close of the meeting.

8. Please Disable your call waiting before dialing into the meeting and DO NOT use a Speaker Phone or we will all hear an echo. Please Stay muted at all times unless you are sharing.

9 . This meeting is a speaker meeting. The speaker will speak for approximately 15 minutes on a topic or step of his or her choice. After our speaker is finished, we will open up the meeting for three-minute shares on a topic picked by the speaker. Before turning this over to our speaker, would someone please volunteer to be our spiritual timekeeper? THANK YOU! (NAME)

Will the speaker seeker (FIRST NAME) please introduce the speaker.

Speaker will you let the Spiritual Time Keeper (First Name) know how you would like to be timed.

After speaker is done ...

Thank you for your share. Would you (the speaker) like to give out your phone #? Please take note of the names of members who share as there will be an opportunity to request phone numbers after the close of the meeting.

10. 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. Please keep the focus on the Al-Anon program and our Steps, Traditions and Concepts of Service. Let's leave other affiliations outside! Religions, our professions, other publications, other philosophies, other Twelve Step programs (Al-Anon Tent Card S-24).

We have three minute shares. Would the spiritual timer like to share first?

11 . We are now at the top of the hour, we will now open up the sharing for newcomers or for those members who do not regularly share. (Secretary pauses for 30-45 seconds...if no one speaks, we return to regular shares).

"**12.** At this time would anyone like to request a phone number? We kindly request if you are considering asking for more than two numbers that you please leave your number instead. Is _____still on the line. Would you like to give out your number; what time zone are you in; and is it a safe machine?"

13. ANNOUNCEMENTS:

7th Tradition: Al-Anon is fully self-supporting, declining outside contributions. We ask that you send contributions to WSO or make donations at face-to-face meetings. The Registration # for this meeting is: 30501642.

Do we have any other Al-Anon related announcements?

14. CLOSING (begins at 1:10 EST)

15. Leader or volunteer reads:

SUGGESTED AL-ANON/ALATEEN CLOSING (How Al-Anon Works pg.380old pg.396 new or Al-Anon/Alateen Service Manual pg.22)

And now, would all those who care to, please press your *1 keys and join together in saying the Al-Anon Declaration, followed by the Serenity Prayer: (The Al-Anon Declaration can be found in *Paths to Recovery* Roman Numeral page IX [9].)

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)

16. At this time would anyone like to request a phone number? We kindly request if you are considering asking for more than two numbers that you please leave your number instead. Is _____ still on the line. Would you like to give out your number; what time zone are you in; and is it a safe machine?

17. MEETING SCHEDULE

Meeting schedule can be accessed on the web at www.phonemeetings.org. Format changes and website related requests can be emailed to phonemeetingsweb@yahoo.com. All other general questions can be sent to phonemeetingsinformation@yahoo.com.

All Eastern Time Zones on the same phone number and pin as you dialed in for this meeting.

6am	7 days a week
8am	Saturday and Sunday
9am	Weekdays (Monday thru Friday)
10am	Saturday
11am	Sunday
2pm	Sunday
Noon	Monday ----- Saturday
4pm	7 days a week
6pm	Saturday and Sunday
8pm	7 days a week
10pm	Monday, Tuesday, Thursday, Friday, Saturday and Sunday
12 midnight	Monday and Thursday

18. We now invite people to announce Al-Anon phone bridge meetings with different phone numbers and pins.

19. Does anyone want the more detailed version of the meeting schedule? If so, read the following

All Eastern Time Zone

6:00am

Saturday Just For Today Three Meditation Books

8:00am

Sunday, Early morning Rise & Shine Step Study

Saturday Early Morning Speaker Meeting

9:00am

Monday 3 Daily Meditation Books ODAT/Courage to Change/Hope for Today

Tuesday Step 1 How Al-Anon Works/12 and 12/ Paths to Recovery/ 3 Meditation Books

Wednesday Step 2 How Al-Anon Works/12 and 12/ Paths to Recovery/ 3 Meditation Books

Thursday Gratitude 3 Meditation Books

Friday Step 3 How Al-Anon Works/12 and 12/ Paths to Recovery/ 3 Meditation Books

10:00am

Saturday Paths to Recovery Tradition Meeting

11:00am

Sunday Step/Tradition/Concept/3 Mediations Paths to Recovery

12:00 Noon

Monday Day A Topic from the 3 Meditation Books

Tuesday Al-Anon 12 & 12

Wednesday from Survival to Recovery

Thursday Al-Anon's 3 meditation Books

Friday Speaker Meeting

Saturday Hope for Today Meditation Book

2:00pm

Sunday Paths to Recovery Book Study Meeting

4:00pm

Monday Beginners Meeting 3 Meditation Books/How Al-Anon Works/Beginners Pamphlet

Tuesday 10th Step How Al-Anon Works/12 and 12/ Paths to Recovery/ 3 Med.Books

Wednesday 11th step Guided Mediation Paths to Recovery/ How Al-Anon Works/3 Med

Thursday Slogans How Al-Anon Works/3 Mediation Books

Friday 12th step

Saturday Opening our Hearts

Sunday Transforming our Losses

8:00pm

Monday from Survival to Recovery

Tuesday Topic discussion from 3 meditation books

Wednesday Beginner's meeting How Al-Anon works

Thursday Step/Tradition/Concept/3 Mediations Paths to Recovery

Friday How Al-Anon Works

Saturday Speaker meeting

Sunday Steps and Traditions How Al-Anon works

10:00pm

Monday 4th Step WRITING Workshop Blue Print for Progress

Tuesday Discovering Choices LBGTO

Thursday 4th Step WRITING Workshop Blue Print for Progress

Friday Recovering in Al-Anon The Dilemma of the Alcoholic Marriage

Saturday Traditions Meeting How Al-Anon Works/Paths to Recovery

Sunday Sharing Our Recovery The Forum Stories

12 midnight

Thursday 3 Daily Readers 3 Mediations Books