

Monday 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 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:

Al-Anon's Monday (12 Noon) Topic Recovery Meeting

INTRODUCTION

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

2. This meeting will last for one hour and fifteen minutes.

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

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**.

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)

SUGGESTED AL-ANON WELCOME

4. Anon Works pg.8 or Al-Anon / Alateen Service Manual pg.10-11.

Ask for volunteers to read;

- a. **Preamble to Al-Anon's 12 Steps** 2 pages before January 1 in all three meditation books
- b. **Al-Anon's 12 Steps** found one page after December 31 in all three meditation books
- c. **One Tradition & One Concept** of the month (one and two pages respectively after the 12 Steps in all three of the meditation books)
Note to Secretary: after a volunteer steps up to read Concept 12 please add (PLEASE READ THE FIVE GENERAL WARRANTIES OF THE CONFERENCE THAT FOLLOW CONCEPT 12.)

INTRODUCTIONS

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

ANNOUNCEMENTS

5. **7th Tradition:** Al-Anon is fully self-supporting declining outside contributions. Although we have no expenses related to this phone bridge we do have expenses related to our website. You may send voluntary contributions to WSO and state that it is from Monday Noon Meeting WSO ID 0050406, or go to www.alanononphonemeeting.org click on contributions, or give at face to face meetings
6. A sponsor is someone who you talk to one-on-one who helps you understand the program. If you are looking for a sponsor, please ask for phone numbers of the people you would like to talk to after the close of the meeting, or at your face-to-face meetings.
7. 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 however new comers may share at any time as well as those who don't regularly share at this meeting. We would like to give everyone on the phone bridge the opportunity to share.
8. At this meeting, there is a place to make announcements about other Al-Anon phone bridge meetings after the schedule is read, at the end.
9. Are there any Al-Anon related announcements?

[Business Meeting is on the 1st Monday of the Month]

MEETING TOPIC

10. This is a topic meeting. We will be using the **3 Daily Meditation Books**, One Day at a Time, Courage to Change and Hope for Today. Whatever single topic is heard first by the Leader will be the topic for the meeting.

11. Is there a step or a topic someone would like to bring to the group for discussion?

12. So the topic is _____. We will now look for this topic in the indexes found at the back of Al-Anon's three meditation books. Who would like to read from One Day at a Time?.....Courage to Change?.....and Hope for Today? (Secretary says: please read in book order).

13. 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.

14. We have three minute shares. Do we have a volunteer to be our spiritual timekeeper? Would the spiritual timekeeper like to share first?

15. (Leader- 10 minutes before the meeting closes state): It is now ten minutes before the close of the meeting; we will open up the sharing for newcomers or for those members who do not regularly share.

CLOSING

16. (Leader-Ten minutes after the top of the hour state): It is now five minutes before the close of the meeting. Please call out the names of members from whom you would like telephone numbers and we will get them now.

17. Suggested Al-Anon Closing:

Secretary or Volunteer read Suggested Closing found in How Al-Anon Works old edition pg.380 or new edition pg.396 also Al-Anon/Alateen Service Manual pg. 22.

18. For those who would like to join in, press your *1 keys to unmute and let's say the **Al-Anon Declaration** which can be found in **Paths to Recovery** Roman Numeral page IX (9) or the Al-Anon/Alateen Service Manual pg.22, followed by the Serenity Prayer.

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 formats, schedules and phone bridge information can be accessed on the web at www.phonemeetingsinformation@yahoo.com. Format changes or requests can be emailed to www.phonemeetingsweb@yahoo.com. For any technical questions or concerns contact www.phonemeetingsmonitor@yahoo.com **new meetings** and format draft ideas can be brought to the Bridge Tech Service Meeting on the 4th Saturday of the month at 2:00 pm EST.

To find a meeting go to al-anon.org or call (712) 432-8774

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

MEETING SCHEDULE - All in Eastern Standard Time Zones

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

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

Secretary turns the meeting over to the newcomer greeter.

FORMAL MEETING IS NOW CLOSED.