

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 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 Preamble** found in the front of the three daily readers or How Al-Anon Works.
- 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)

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) A sponsor is someone who is available to discuss your personal stories and questions and help you apply the tools of the Al-Anon program to your life. They do this by sharing their experience, strength, and hope based on their own work in this Program. ARE THERE ANY AVAILABLE AL-ANON SPONSORS?

4c) ARE THERE ANY AL-ANON RELATED ANNOUNCEMENTS specific to this phone meeting? We open up a space for people to announce other Al-Anon meetings at the end of this meeting. If the bridge is not working we will have our meetings on the emergency number 605- 475-4120 pin number 435495# *6 to mute and unmute.

4d) Business Meeting is the first Monday of the Month

5) 7th Tradition: Al-Anon is fully self-supporting, declining outside contributions. 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,**

**World Service Office Corporate Parkway
Virginia Beach, VA 23464
757-563-1600**

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 speak for 5-10 minutes on the literature that was read. Please rotate service by sharing as the speaker only one time within a month. If no one volunteers the leader may speak 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:

Leader reads the Suggested Al-Anon Closing found in "How Al-Anon Works" page 396 or page 380. In addition "The Closing" can be found in the Al-Anon Alateen Service Manuel page 22.

12) For all who care to, please join me in 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.

13) THANK EVERYONE FOR THEIR SERVICE

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

15) MEETING SCHEDULE

Meeting schedule and phone bridge information can be accessed on the web at www.phonemeetings.org. Format changes, determined by the group conscience of each autonomous meeting, can be emailed to phonemeetingsweb@yahoo.com. As per group conscience, proposals for new **meetings** and format drafts ideas can be brought to the Monthly Business Meeting on the 4th Saturday of every month at 2:00pm EST.

Al-Anon phone lines and pin numbers can be found at www.al-anon.org. Select the "How to find a Meeting" tab. Then, select "electronic meetings". If you do not have internet access, please call 712-432-8774, pin code 52639# for this information.

All Eastern Time zone, same phone and pin number 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
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

16) We now open up a space for people to announce other Al-Anon meetings with different phone numbers and pin numbers.

FORMAL MEETING IS NOW CLOSED:

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