

## **Tuesday 10pm - 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:

Al-Anon's Tuesday 10pm LGBTQO Discovering Choices Meeting

### INTRODUCTION:

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

### 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.

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)

**Chair may read or ask for a volunteer to read:**

**SUGGESTED AL-ANON WELCOME** found in “How Al-Anon Works,” page 8 or in the Al-Anon Alateen Service Manual pgs.10 – 11.

**SECRETARY ASKS VOLUNTEERS TO READ:**

**Preamble to Al-Anon’s 12 Steps** (2 Pages before January 1 in all three mediation books)

**Al-Anon’s 12 Steps** (one page after December 31 in all three mediations books)

**One Tradition & One Concept** of the month (one and two pages respectively after the 12 Steps in all three meditation books)

**ANNOUNCEMENTS:**

2. **7<sup>th</sup> Tradition:** Al-Anon is fully self-supporting, declining outside contributions. We ask that you send your contributions to WSO and state that it from the Tuesday 10pm meeting **WSO ID # 30576864**
3. or make donations at face to face meetings.
4. Do we have any available Al-Anon sponsors?
5. Do we have a volunteer who will stay of the line after the meetings to answer questions about Al-Anon and to explain the phone etiquette?
6. Are there any newcomers on the phone bridge today? You can press your \*1 keys to un-mute and state your name so we may greet you. We reserve the last fifteen 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.
7. Are there any Al-Anon related announcements?  
Please note announcements for other phone-bridges will occur after the meeting.
8. Business Meeting is held on the 1<sup>st</sup> Tuesday of the Month.
9. Let’s go around the globe and introduce ourselves. Hi, I am \_\_\_\_\_(Name) from (\_\_\_\_\_State\_\_\_\_\_)

**MEETING TOPIC:**

10. We will **Read** one story a week from the **Al-Anon’s Discovering Choices Book** and then open up for sharing. Who would like volunteer to do the reading?
11. **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 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.
12. We have three minute shares. Do we have a volunteer to be our spiritual timekeeper? Would the spiritual timekeeper like to share first? We ask the

timekeeper to stay muted except to come in to gently say time at three minutes. And we ask those who share to acknowledge that they have heard the timekeeper, and wrap up their share.

- 13. Fifteen minutes before the meeting closes:** We are now at fifteen minutes before the close of the meeting; we will now open up the sharing for newcomers or for those members who do not regularly share.

**CLOSING (Five minutes before the top of the hour):**

**14. SUGGESTED AL-ANON CLOSING:**

Chair reads or asks a volunteer to read the Al-Anon closing found on page 22 in the Al-Anon Alateen Service Manual or page 396 in the new version of How Al-Anon Works or page 380 in the old version of How Al-Anon Works.

- 15. The Al-Anon Declaration: (It can be found in *Paths to Recovery* Roman Numeral page IX (9))**

**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 IS NOW FORMALLY CLOSED**

**Telephone Numbers:**

- 16.** Ask for members to call out names of individuals they want telephone numbers. Then ask the members whose names were called out if they want to give out their telephone numbers, time zone and the best time to call.

**MEETING SCHEDULE** can be accessed on the web at [www.phonemeetings.org](http://www.phonemeetings.org).

Format changes and website related requests can be emailed to

[phonemeetingsweb@yahoo.com](mailto:phonemeetingsweb@yahoo.com). Any **new meetings** and format draft ideas can be brought to the Monthly Business Meeting on the 4<sup>th</sup> Saturday of the month at 2pm EST. All other general questions can be sent to [phonemeetingsinformation@yahoo.com](mailto:phonemeetingsinformation@yahoo.com).

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

<b>6am</b>	<b>7 days a week</b>
<b>8am</b>	<b>Saturday and Sunday</b>
<b>9am</b>	<b>Weekdays (Monday thru Friday)</b>
<b>10am</b>	<b>Saturday</b>

<b>11am</b>	<b>Sunday</b>
<b>Noon</b>	<b>Monday ----- Saturday</b>
<b>2pm</b>	<b>Sunday</b>
<b>4pm</b>	<b>7 days a week</b>
<b>6pm</b>	<b>Saturday</b>
<b>8pm</b>	<b>7 days a week</b>
<b>10pm</b>	<b>Monday, Tuesday, Thursday, Friday, Saturday and Sunday</b>
<b>12 midnight</b>	<b>Monday and Thursday</b>

**OTHER AL-ANON PHONE NUMBERS:** Does anyone want to announce just the phone number and pin for other Al-Anon Phone Meetings?

Is there a member who would like to volunteer to stay on the line to answer any newcomer questions and continue the fellowship? This fellowship may continue up to the next scheduled meeting as long as 2 or more members are on the line.