

## **Tuesday 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.

#### 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 Tuesday Noon Twelve Steps and Twelve Traditions Meeting

This meeting runs for one hour and 15 minutes.

### **INTRODUCTION:**

- 2.** Hi, my name is \_\_\_\_\_, a grateful Al-Anon member and your secretary for this meeting.
- 3.** 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.

**4. Phone Etiquette:**

- a. When you dial in, you will start the conference being muted.
- b. 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.
- c. To hear a menu of all the features--such as volume control and member count--simply press \* by itself.

**READINGS:**

**Will the Secretary or volunteer please read Al-Anon's Suggested Welcome** (may be found in How Al-Anon Works pg. 8 or Al-Anon/Alateen pg. 10)

**Ask for volunteers to read:**

**Preamble to Al-Anon's 12 Steps:** 2 pages before January 1 in all three meditation books

**Al-Anon's 12 Steps:** found one page after December 31 in all three meditation books

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

**ANNOUNCEMENTS:**

5. **7<sup>th</sup> Tradition:** Al-Anon is fully self-supporting, declining outside contributions. We ask that you send your contributions to WSO and say that this is from the Tuesday Noon Twelve Steps and Twelve Traditions Meeting or make donations at face to face meetings. Our **WSO ID is 00503921**. We will give that information after the meeting closes. Al-Anon literature is available via the Al-Anon website [www.al-anon.org](http://www.al-anon.org) or call (757) 563-1600.
6. Meeting time schedule will be read at the end of the meeting after numbers are given out.
7. Let's go around the globe and introduce ourselves.  
  
Hi, I am \_\_\_\_\_(Name)\_\_\_\_\_ from (\_\_\_\_\_State\_\_\_\_\_)
8. Are there any Al-Anon related announcements? **Any other Al-Anon phone numbers will be given after the meeting schedule is read.**

**[Business Meeting is on the 1<sup>st</sup> Tuesday of the Month.]**

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

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

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, however newcomers can share at anytime. . .

### **MEETING TOPIC:**

10. We will read from Al-Anon's Green (and White) 12 Steps and 12 Traditions book. Read to the end of the chapter.

On the first week we will read from the **Step of the month**

On the second week we will read from the **Tradition of the Month**

On the third week we will read from the **Step of the month**

On the fourth week we will read from the **Tradition of the Month**

On the **fifth week** if we have one, **we will invite someone to be a speaker** on either the Step or the Tradition of the month, or on the Concept of the month if they wish.

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. Please keep the focus on the Al Anon program and on our Steps, Traditions, and Concepts of Service. Let's leave other affiliations outside! Religions, our professions, outside publications, other philosophies and other 12 Step programs. (From: Al Anon Tent Card S-24).

12. 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.

**13. PLEASE BE REMINDED:** This is an OPEN, PUBLIC, WORLDWIDE phone service. CAUTION SHOULD BE CONSIDERED, when sharing PERSONAL INFORMATION, such as home phone numbers and email addresses containing last names.

**14. TIMEKEEPER:** 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.

**15. Fifteen minutes before the meeting closes (top of the hour)** 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 (10 minutes after the top hour):**

**16.** Please call out the names of members you would like telephone numbers which we will get after we close the meeting? After the 2 closing readings we will take the actual phone #'s.

**17. Will the Secretary or volunteer please read** The Twelve Steps and Twelve Traditions Epilogue on page 139?

**18. "Will all who wish to, press \*1 to join me with the closing of 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.

**19. NAMES AND PHONE NUMBERS:** Of the names that were called out, we will take their phone Numbers now.

**20. MEETING SCHEDULE:** Meeting formats, schedules and phone bridge information can be accessed on the web at [phonemeetings.org](http://phonemeetings.org). Or you can call 1-888-425-2666 for Al-Anon Face to Face Meetings and other phone meetings. Format changes or requests can be emailed to [phonemeetingsweb@yahoo.com](mailto:phonemeetingsweb@yahoo.com).

All Eastern Time Zones on the same number and pin as 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?

Chair passes off to the volunteer (say name) able/willing to serve as newcomer greeter. By way of signing off, Chair might wish to say that those wishing to participate in fellowship may stay on the line for approximately 25 minutes after the hour (or whenever the line closes).

**MEETING IS NOW FORMALLY CLOSED**