

**Wednesday 9am - 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.**

**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)

### **Meeting Format**

WEDNESDAY 9AM Step Two Beginners

### **INTRODUCTION:**

**1) Hi I am ---- your secretary for this meeting.** We Welcome you to the Wed 9:00 am Step Two Beginners 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 Step Two. We hope that the reading and study of the Step will help the newcomer feel that they are part of our Al-Anon Family Group.

### **2) Ask for volunteers to read:**

#### **Al-Anon's Suggested Welcome**

Would someone please read Al-Anon's suggested Welcome from "How Al-Anon Works" pg 8 (This can also be found on page 41 of the 2014-2017 Al-Anon Alateen Service Manual)

- a) Al-Anon's Preamble** to The Twelve Steps
- b) Al-Anon's 12 Steps** (one page after December 31 in all three mediations books)
- c) One Tradition & One Concept** of the month (one and two pages respectively after the 12 Steps in all three meditation books)

## 2d) Now we will Go Around the Globe and Introduce ourselves

Hi I'm \_\_\_\_\_ from \_\_\_\_\_

(Note to Secretary: The business meeting is the first Wed of the month. We will need someone to run the business meeting. The format for running the business meeting can be found at [alanonphonemeetings.org](http://alanonphonemeetings.org).)

**3) Leader asks for readers to read Step Two from:** (note only read out loud the appropriate weeks reading)

1st Wed on the odd-numbered months( Jan, Mar, May, etc) **How Al-Anon Works :**

1st Wed on even-numbered months(Feb, Apr, June, etc) **Reaching for Personal Freedom on Step 2** (read all paragraphs from pgs. 15-18 (please do not read the questions)).

2nd Wed of the month **Twelve & Twelve (whole step including story)**

3rd Wed of the month **Paths To Recovery (up to Members share)**

4th Wed of month **3 Meditation books (One Day at a Time, Hope for Today, Courage to Change)**

5th Wed of month **Speaker on Step Two 10 minutes**

**4) Now I would like to ask for a volunteer to share on Step Two for five minutes.**

**5) PLEASE DISABLE YOUR CALL WAITING BEFORE DIALING INTO THE MEETING AND DO NOT SHARE ON A SPEAKER PHONE OR WE WILL ALL HEAR AN ECHO.**

**PLEASE STAY MUTED ALL TIMES**

**6) 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 Al-Anon approach for the family illness. Ours is a different experience and calls for a different interpretation.

**7) By Group Conscience** and for the safety of our members, we do not speak over one another and we do not comment on or respond to, in any way, another person's share. In Al-Anon we speak from the "I" perspective and we don't give advice.

**8) 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 by saying Thank you, I'll wrap up, etc.

**9) OPEN FOR SHARING:** We are now open for 3 minute sharing we invite newcomers and people new to the bridge to share first, or anytime (Note to secretary after 2-3 newcomers sharing is open to everyone)

**10) Closing: (At 3 minutes before the hour.)** It is now time to close the meeting. We will also read the list of all the Al-Anon phone meetings on the phone bridge after the meeting closes. Now is the time we can ask for phone numbers or give out phone numbers, for giving and receiving outreach. (Get phone numbers now.)

**11) Is there someone who can stay after the meeting to greet newcomers and answer questions and continue sharing?**

**12) The fellowship continues as long as there are 2 or more people on the line or until the next meeting is scheduled to begin.**

### **THANK EVERYONE FOR THEIR SERVICE**

#### **Suggested Al-Anon Closing**

**Closing:** Leader or volunteer to read closing from **HOW AL-ANON WORKS** page 396 or older book page 380. (or Al-Anon Alateen Service manual page 22)

**Please join us in saying the SERENITY PRAYER, which can be found on page 20 of Paths to Recovery and page 10 of the Al-Anon/Alateen Service Manual.**

### **SERENITY PRAYER**

**12) Are there any Al-Anon-related announcements? Please be aware that this is an open line when you share personal information.**

Formal meeting is now closed.

**13) MEETING SCHEDULE: Read schedule for phone bridge meetings.** Meeting The meeting formats and phone bridge information 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). All other general questions can be sent to [phonemeetingsinformation@yahoo.com](mailto:phonemeetingsinformation@yahoo.com).

**14) Meeting Schedule.** These are all Eastern Times at the same phone number and PIN you used to dial into this meeting: (712) 432-8733, access code 52639# The Back Up phone number is 605-562-0020, access code 924308304# and \*6 to mute/unmute.

## Schedule

6am - 7 days a week

8am - Saturday and Sunday

9am - Weekdays (Monday thru Friday)

10am - Saturday

11am - Sunday

Noon - Monday thru Saturday

2pm - Sunday

4pm - 7 days a week

6pm - Saturday & Sunday

8pm - 7 days a week

10pm - Monday, Tuesday, Thursday, Friday, Saturday and Sunday

12 midnight - Monday & Thursday

**ANNOUNCE THE OTHER PHONE BRIDGES:**

**Turn meeting over to volunteer for after-meeting fellowship.**

Thanks for your service!

## **II. Suggested Format for Business Meeting**

1. Lets open with a moment of silence followed with the serenity prayer:
2. God grant me the serenity to: Accept the things I cannot change courage to change the things I can and the Wisdom to know the difference.

### **OLD BUSINESS**

3. Secretary do we have any old business to revisit from last meeting?
4. We open up the floor for discussion on these items.
5. Do we have a motion on this item?
  - 5a. Do we have a second?
  - 5b. Secretary please read the motion.  
Ask if there is any further discussion before we vote.
  - 5c. We now go to voting...
  - 5d. All in flavor say "I" and state the order of "I's" Like "I one" and then "I two" and so on.

- 5e. Any opposed? Say “nay one” and so on.
- 5f. Any abstentions? Say “abstaining one and so on.
- 5g. The motion is now carried or opposed with \_\_\_#\_\_\_ in favor, \_\_\_#\_\_\_ opposed and \_\_\_#\_\_\_ abstentions.

## **NEW BUSINESS**

- 6. Is there any new business that the group wants to bring up?
- 7. (if so) So our first order of business is \_\_\_\_\_.
- 8. We open up the floor for discussion on this item.
- 9. Do we have a motion on this item?
  - 9a. Do we have a second?
  - 9b. Secretary please read the motion.  
Ask if there is any further discussion before we vote.
  - 9c. We now go to voting...
  - 9d. All in favor say “I” and state the order of “I’s...like, “I one” and then “I two” and so on.
  - 9e. Any opposed? Say “nay one” and so on.
  - 9f. Any abstentions? Say “abstaining one and so on.
  - 9g. The motion is now carried or opposed with \_\_\_#\_\_\_ in favor, \_\_\_#\_\_\_ opposed and \_\_\_#\_\_\_ abstentions.

## **NEW BUSINESS**

- 10. Is there any new business that the group wants to bring up?
- 11. (if so) So our first order of business is \_\_\_\_\_.
- 12. We open up the floor for discussion on this item.
- 13. Do we have a motion on this item?
  - 9a. Do we have a second?

10b. Secretary please read the motion.  
Ask if there is any further discussion before we vote.

11c. We now go to voting...

12d. All in favor say "I" and state the order of "I's" Like "I one" and then "I two" and so on.

13e. Any opposed? Say "nay one" and so on.

14f. Any abstentions? Say "abstaining one and so on.

15g. The motion is now carried or opposed with \_\_\_#\_\_\_ in favor, \_\_\_#\_\_\_ opposed and \_\_\_#\_\_\_ abstentions.

### **NEW BUSINESS**

14. Is there any new business that the group wants to bring up?

15. (if so) So our first order of business is \_\_\_\_\_.

16. We open up the floor for discussion on this item.

17. Do we have a motion on this item?

9a. Do we have a second?

10b. Secretary please read the motion.  
Ask if there is any further discussion before we vote.

11c. We now go to voting...

12d. All in favor say "I" and state the order of "I's" Like "I one" and then "I two" and so on.

13e. Any opposed? Say "nay one" and so on.

14f. Any abstentions? Say "abstaining one and so on.

15g. The motion is now carried or opposed with \_\_\_#\_\_\_ in favor,  
\_\_\_#\_\_\_ opposed and \_\_\_#\_\_\_ abstentions.

Are there any other things someone would like to add before closing?



Serenity Prayer

Meeting is now closed.