

Monday 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 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.

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:

MONDAY 9am DAILY MEDITATION MEETING

INTRODUCTION:

1) Hi I am ---- your secretary for this meeting. We welcome you to the Monday 9:00 am Meditation Book Meeting. At this meeting we read the corresponding page for today out of Al-Anon's Three Meditation Books (also known as the three daily readers)

This meeting last for one hour and fifteen minutes.

2) Let all who wish to un-mute 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) **ASK FOR A VOLUNTEER TO READ**

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)

INTRODUCTIONS:

We will now go around the globe and introduce ourselves Hi, I'm ____ from ____
Welcome everyone please press *1

ANNOUNCEMENTS:

. 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. This meeting's WSO ID **30534437**.

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 10 minutes of the meeting especially for newcomers and those who don't often share, however newcomers may share at any time.

The meeting schedule will be read at the end of the meeting after numbers are given out.

Are there any Al-Anon related announcements?

[Business meeting is on the First Monday of the month.]

4) Please disable your call waiting before dialing into the meeting and do not share on speaker-phone or we will all hear an echo. And please stay muted at all times unless you are sharing.

5) Secretary/Chair asks for 3 readers to read the days reading from ONE DAY AT A TIME, COURAGE TO CHANGE, HOPE FOR TODAY

6) Readers read one after another

7) ANONYMINITY 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 Al-Anon approach for the family illness and to refrain from quoting other program literature. Ours is a different experience and calls for a different interpretation.

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.

9) OPEN FOR SHARING: We are now open for 3 minute sharing. We invite the timekeeper to share first. If you recently shared at this meeting, would you consider waiting a moment so that someone who has not had a chance to share recently may have a chance? The floor is now open for everyone to share.

10) It is now 10 minutes before the close of the meeting; we will now open up the sharing for newcomers or for members who do not regularly share.

11) CLOSING: We will now take names for phone number requests or outreach . After the serenity prayer we will get the phone numbers and 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. Is there someone who can stay after the meeting to greet newcomers and answer questions and continue the sharing?

THANK EVERYONE FOR THEIR SERVICE.

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 SCHEDULE

Meeting schedule can be accessed on the web at www.phonemeetings.org. Format changes and website related requests can be emailed to phonemeetingsweb@yahoo.com. All other general questions can be sent to phonemeetingsinformation@yahoo.com.

All Eastern Time Zones on same phone and pin number dialed in for this meeting;

6am	7 day 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

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

FORMAL MEETING IS NOW CLOSED.