How to get your *Bonnie* phone number

To go live, Bonnie needs her own phone number. You can set this up in two ways. Pick the one that fits your restaurant best.

OPTION A

We get you a new number

We get you a local number with your area code. **Your current number stays active. Bonnie transfers calls to it when a guest wants to speak to your team.**

WHAT YOU NEED TO DO

1. **Send us your business registration**
   This is usually an official extract from your country's business register. Some countries also ask for proof of address, such as a recent energy bill or bank statement. We'll tell you exactly what your country needs.

2. **Turn off voicemail on your current number**
   Once you have your Bonnie number, make sure your current number has no voicemail or call forwarding. Otherwise calls that Bonnie transfers can end up in voicemail. Your telecom provider can help.

3. **Put your new number everywhere guests look**
   Update your website, your Google Business Profile, your social media and anywhere else guests find you.

✓ **You're live**
Callers now hear Bonnie. When a guest wants to speak to your team, Bonnie transfers the call to your current number.

GOOD TO KNOW Guests who saved your current number can still call you directly.

OPTION B

Keep your current number

Your number stays on Google, your website and everywhere else. **All you need is a second line from your telecom provider.**

Why a second line?

Your main number forwards calls to Bonnie. When a guest wants to speak to someone, Bonnie needs a separate number to transfer the call to. Otherwise the call would come straight back to Bonnie.

WHAT YOU NEED TO DO

1. **Ask your provider for a second line**
   Ask for it to ring on the same phones as your current line. If three phones ring now, all three ring for the second line too.

2. **Send us the new number**
   We'll set it up in Bonnie as the transfer line.

3. **Turn off voicemail and call menus on both lines**
   Make sure neither line has voicemail or a call menu ("press 1 for..."). Your provider can turn both off for you.

4. **Forward your main number to Bonnie**
   Ask your provider to forward your main number (the one on Google and your website) to Bonnie's number.

5. **Test before you go live**
   Call your main number and check that Bonnie answers. Ask to speak to your team and check that someone picks up on the second line.

GOOD TO KNOW

You choose when Bonnie answers: right away, or only when nobody in the restaurant picks up within 10 seconds. You can change this at any time.

Questions?

Email **support@bonnie.co** or call **+31 850 659 600**.