Receive calls with your Keap Business Line and forward them to your team %

This article applies to:

[Keap Mobile](#)

Determine which phones should ring when you get a call to your Keap Business Line.

Keap Business Line (available in US and Canada) lets you to connect an existing mobile device and phone line to your Keap application, allowing you to conveniently make and receive business calls with your personal device. Forward inbound Keap Business Line calls to up to 5 people and let everyone receive the call at the same time, because in a speed-to-lead world, urgency counts.

Pro-tip: All active users in your app will receive a notification on their device when the Keap mobile app receives an SMS message, even if their device is not set to receive Keap Business Line calls.

Dialing your Keap Business Line phone number from the device set up to receive forwarded calls will result in your call going to voicemail. To test your call forwarding settings, call your Keap Business Line from a device other than the one that should receive the forwarded call.

This feature requires Keap Business Line and is only available in the US and Canada.

1. [Access phone number settings](#)

2. [Change the number that receives Keap calls](#)

3. [Add an additional number for receiving Keap calls](#)

4. [Delete a call forwarding number](#)

5. [FAQs](#)

Access phone number settings

1. Tap **Settings** (gear icon) in the lower right hand corner of the application screen

2. Tap **My business line**

3. Tap **Call routing**

Change the number that receives Keap calls

1. Follow the steps above to access your phone number settings

2. Scroll to the **Receive inbound Keap calls** section

3. Tap the phone number you want to change

4. Update the phone number that should receive your Keap Business Line calls

5. Tap the back button

Add an additional number for receiving Keap calls

1. Follow the steps above to access the phone number settings

2. Scroll to the **Receive inbound Keap calls** section

3. Tap **+Add numbers**

4. Enter a name and phone number

5. Tap **Done**

Delete a call forwarding number

Note: You must have at least one call forwarding number set in your app.

1. Follow the steps above to access your phone number settings

2. Scroll to the **Receive inbound Keap calls** section

3. Tap the number you would like to delete

4. Tap the trash bin icon

5. Confirm that you would like to delete the forwarding number

FAQs

How many phone numbers can have my Keap Business Line calls forwarded to?
You can set up to five phone numbers to receive inbound Keap Business Line calls.

Can each person also make outbound phone calls with Keap Business Line?
No, only your outbound number will be able to make outbound calls.

How do inbound calls work when someone answers when I have multi-line call forwarding set up?
When an inbound call comes in, all the numbers that are set up for call forwarding will ring at the same time. Once a call is answered, all of the devices will stop ringing.

What happens if two users answer a call at the same time?
Whichever user connected first will stay on the line. The second user will automatically disconnect.

Do users have to have the Keap app installed to receive calls?
No, any phone number can receive calls whether the device has the Keap mobile app installed or not. This means you can even set up call forwarding to a landline.

Does caller ID work with multi-line call forwarding?
When an inbound call comes in to your Keap Business Line, any devices that have the Keap mobile app installed and are signed in to your app will have caller ID enabled. If a device does not have the Keap mobile app installed their device's caller ID will

display your Keap Business Line forwarding number.