Diagnose Mobile App Notification Issues in GLM

Tom Regier - 2026-11-03 - Mobile App

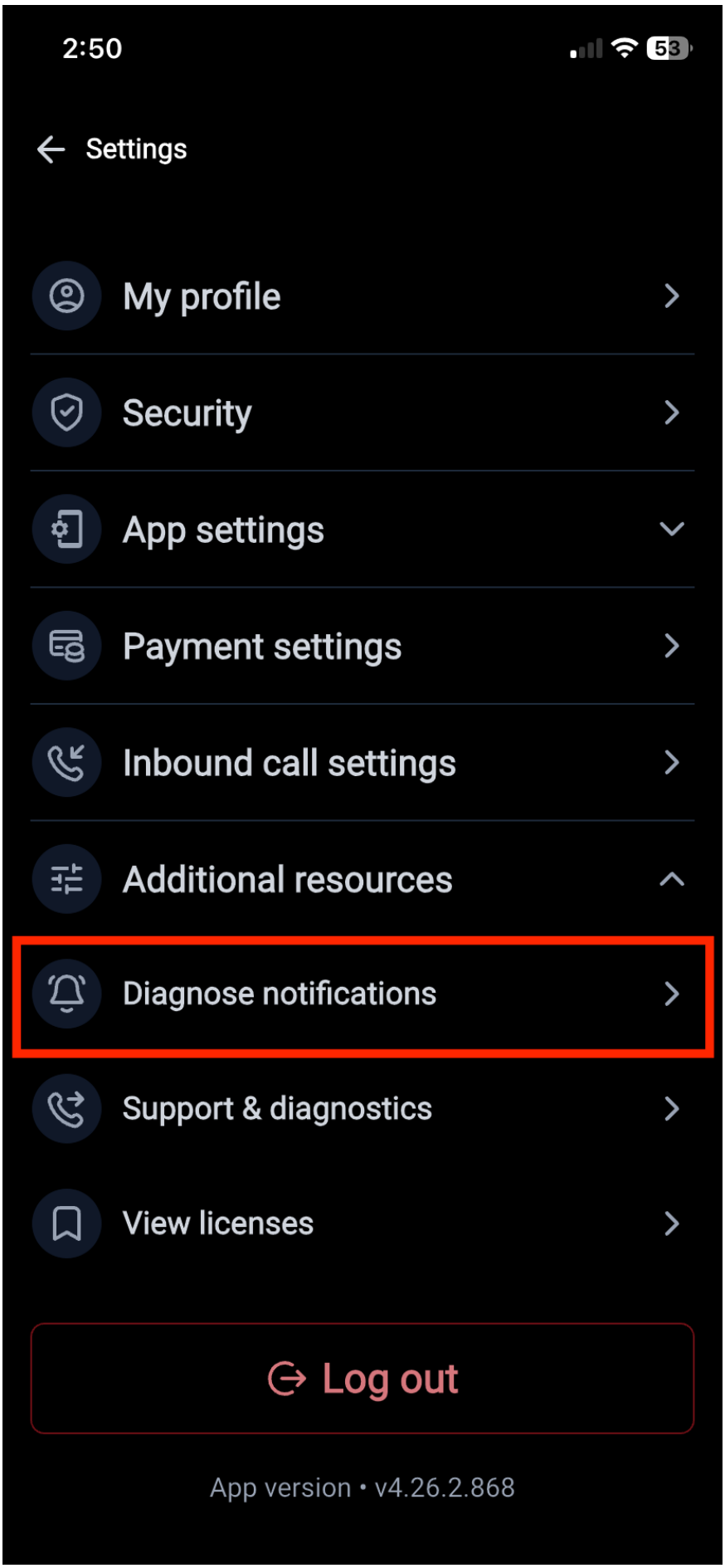
If notifications from the Gym Lead Machine mobile app stop arriving on your phone, you can use **Diagnose Notifications** to find out why. The diagnosis runs four checks on your phone, sends you a real test notification, and tells you exactly what needs to change so you can get alerts about new leads, messages, and appointments flowing again.

What you can do with Diagnose Notifications

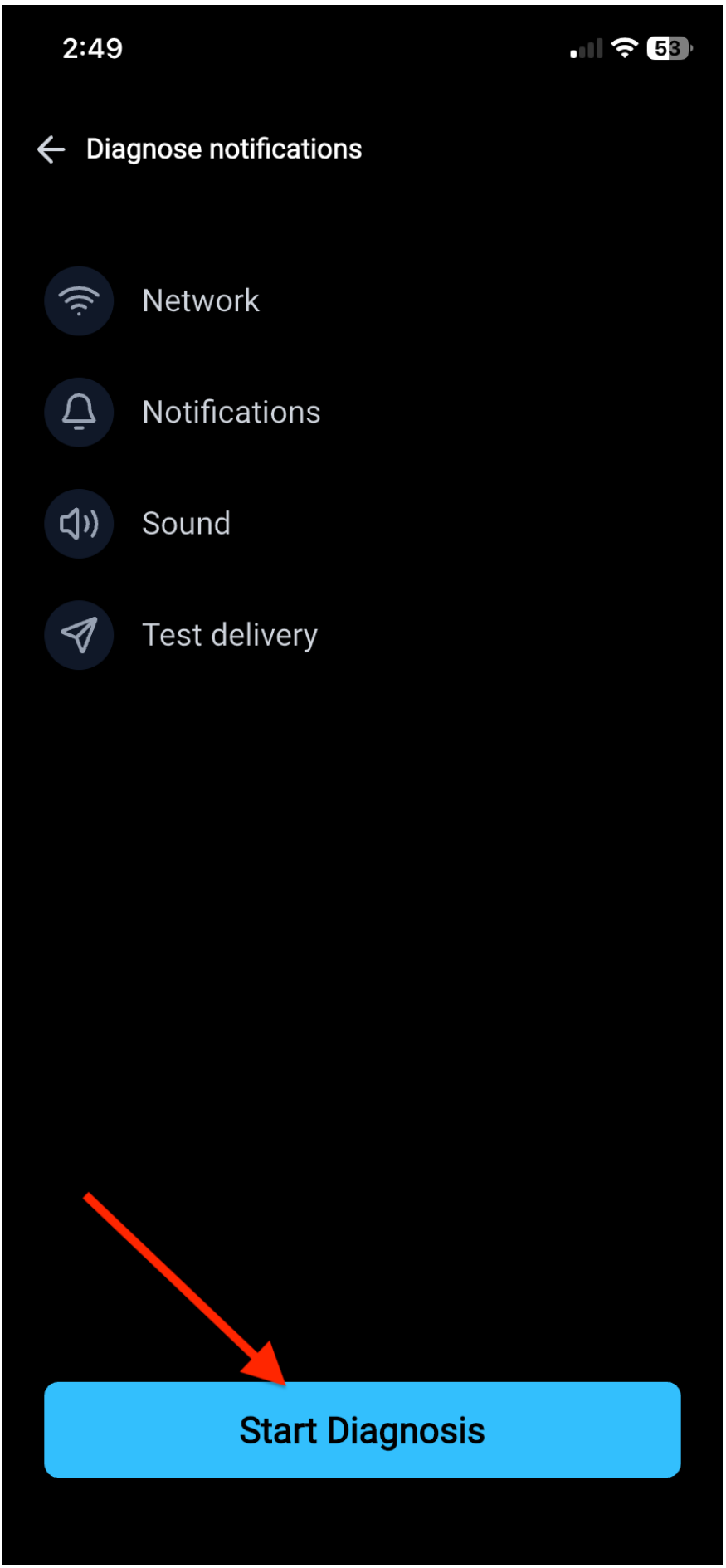
- Run four notification checks with one tap: Network, Notifications, Sound, and Test delivery
- Receive a real test notification and confirm whether it arrived
- Resend the test notification if it doesn't show up
- See what to change for any check that needs attention
- Copy your results to send to our Support team
- Re-run the diagnosis after you fix something

How do I find out why notifications aren't arriving?

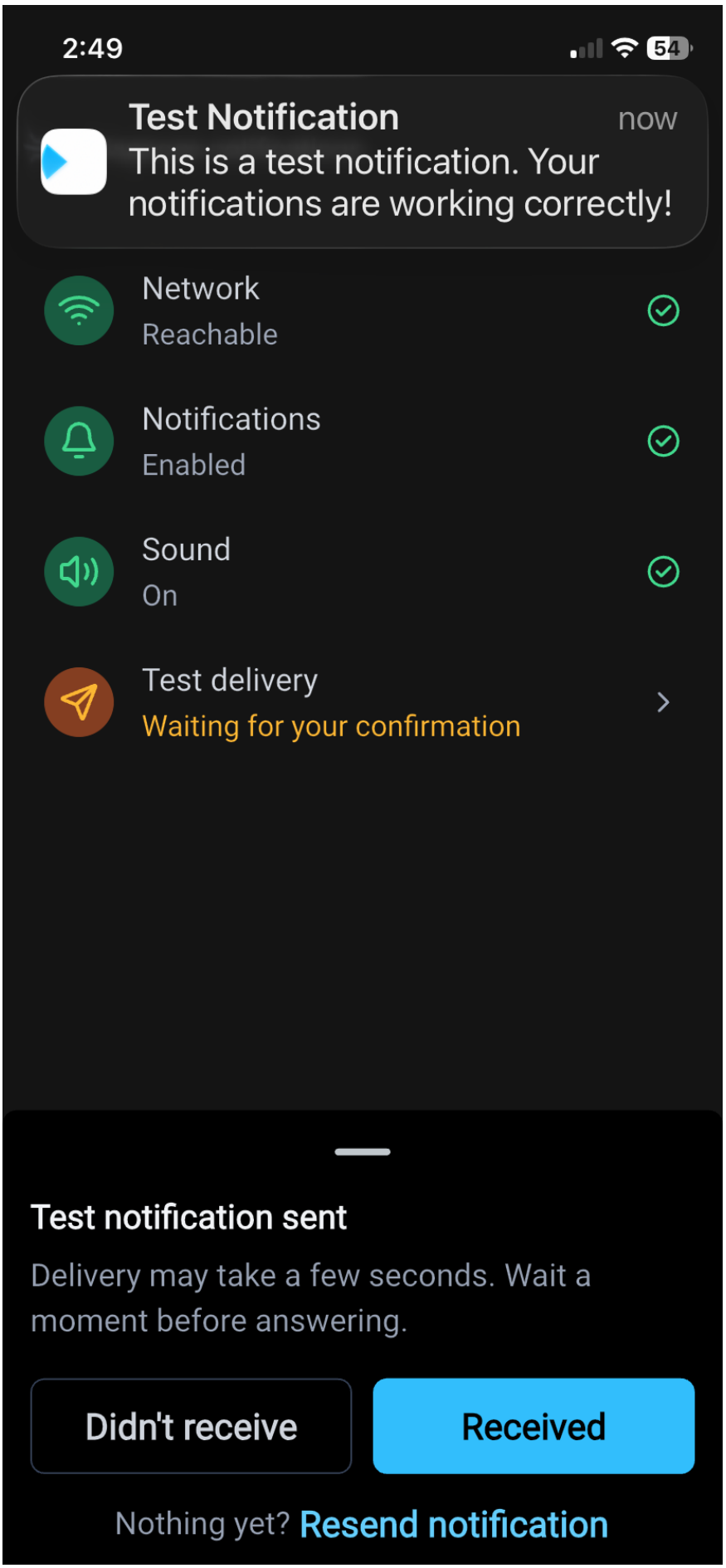
1. Open the Gym Lead Machine mobile app on the phone that isn't receiving notifications.
2. Go to **Settings (gear icon in the top right corner) → Additional Resources → Diagnose Notifications**


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Settings
My profile
Security
App settings
Payment settings
Inbound call settings
Additional resources
Diagnose notifications
Support & diagnostics
View licenses
Log out
App version • v4.26.2.868

3. Tap **Start Diagnosis**.


2:49
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Diagnose notifications
Network
Notifications
Sound
Test delivery
Start Diagnosis

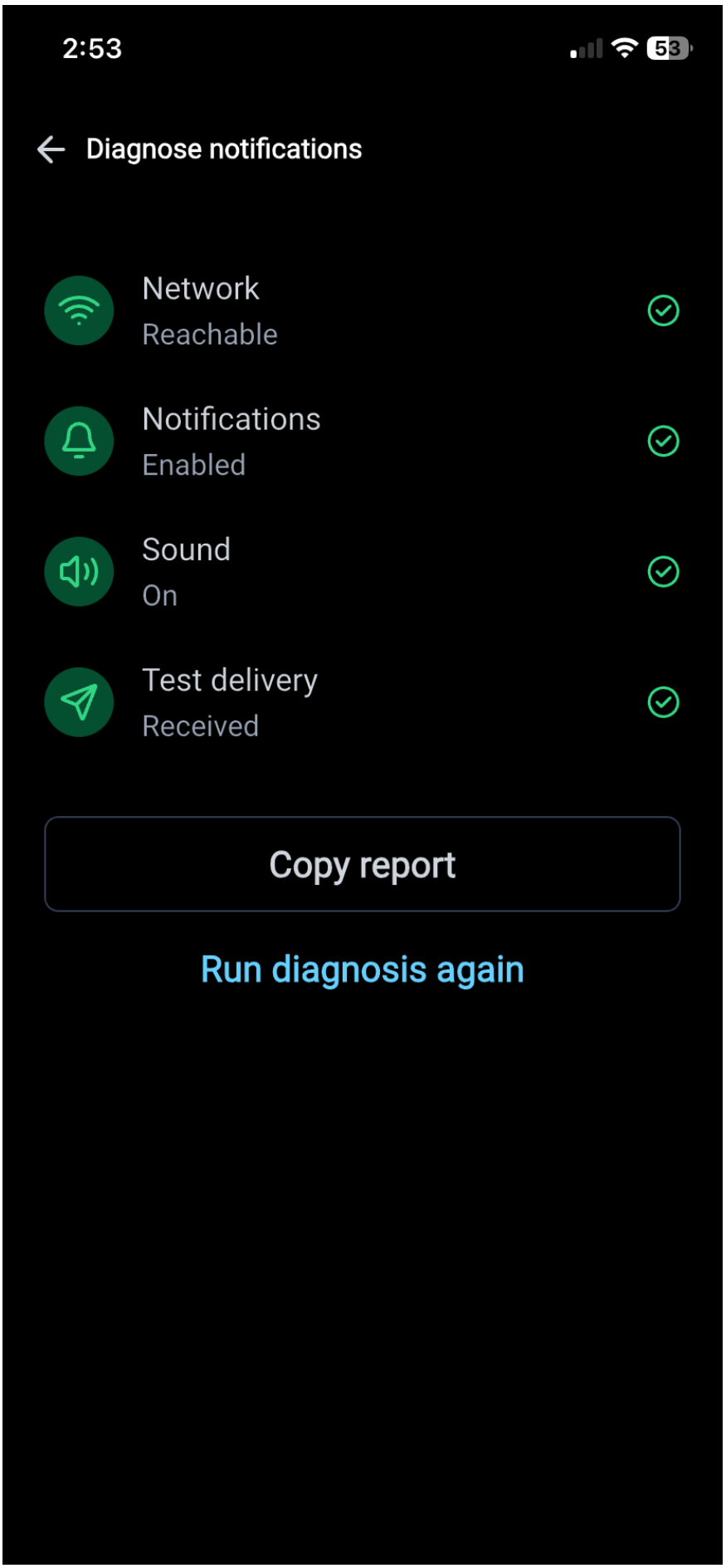
4. Wait for the test notification. When the app asks whether it arrived, tap **Received** or **Didn't receive**.


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Test Notification
now
This is a test notification. Your notifications are working correctly!
Network
Reachable
Notifications
Enabled
Sound
On
Test delivery
Waiting for your confirmation
Test notification sent
Delivery may take a few seconds. Wait a moment before answering.
Didn't receive
Received
Nothing yet? Resend notification

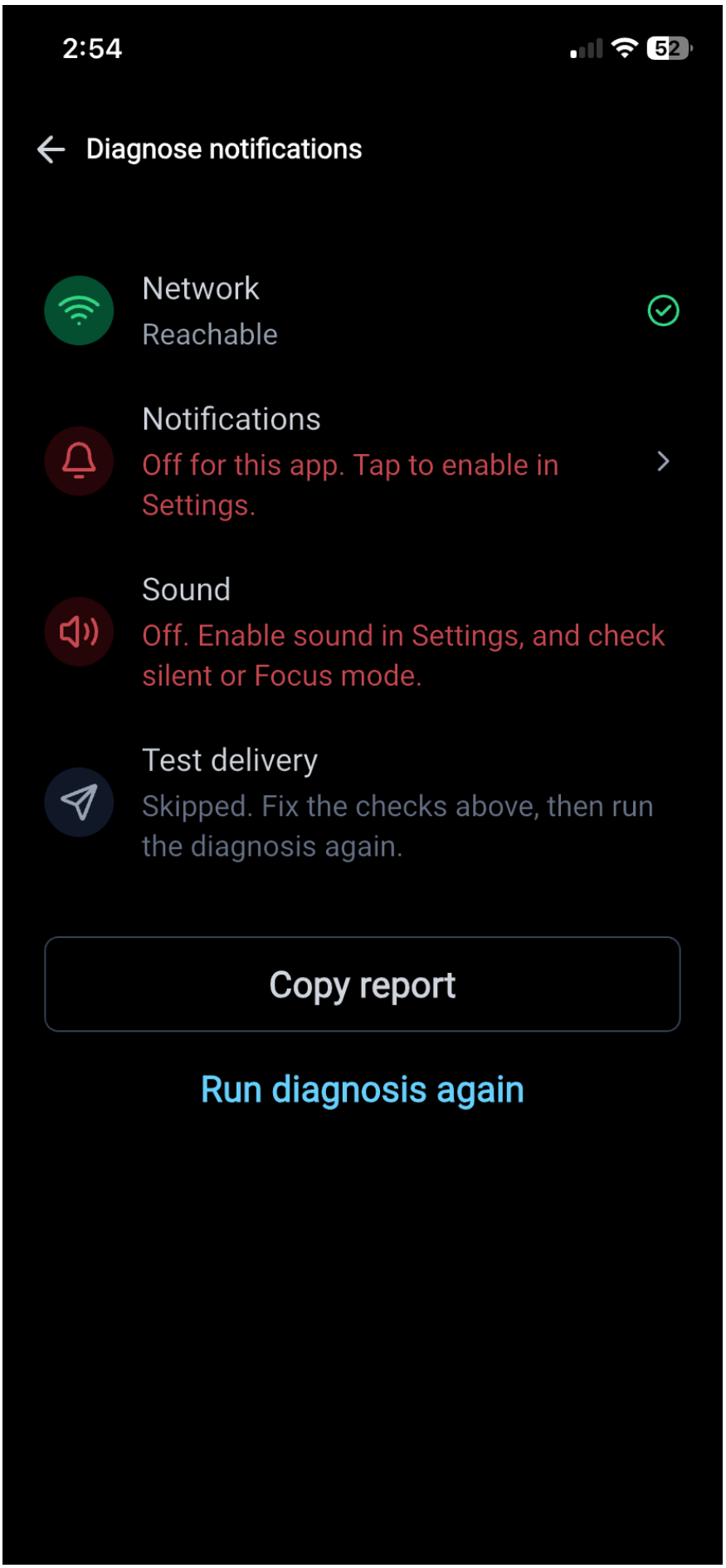
5. If the test notification hasn't shown up yet, tap **Resend** to send another one.

6. Review your results. Each check shows either a pass or **needs attention**.

7. If every check passes and the test notification arrived, notifications are working on your phone.


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Diagnose notifications
Network
Reachable
Notifications
Enabled
Sound
On
Test delivery
Received
Copy report
Run diagnosis again

8. If something needs attention, the app will flag that for you and tell you what you can do to resolve it.


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Diagnose notifications
Network
Reachable
Notifications
Off for this app. Tap to enable in Settings.
Sound
Off. Enable sound in Settings, and check silent or Focus mode.
Test delivery
Skipped. Fix the checks above, then run the diagnosis again.
Copy report
Run diagnosis again

9. If you've tried addressing the issue and notifications still are not coming through, click "Copy Report" and paste it into a new email to hello@usekilo.com.

What does each check test?

Check	What it tests	What to change if it needs attention
Network	Whether your phone has a working connection	Your Wi-Fi connection
Notifications	Whether the app has permission to send notifications	Your notification permission for the app
Sound	Whether your phone is set to play notification sounds	Your ringer, silent mode, or Focus mode
Test delivery	Whether a real test notification reaches your phone	Tap **Resend**, then review the other three checks

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How do I fix a check that needs attention?

Follow the guidance the app shows under the failed check, then run the diagnosis again. Every check that needs attention tells you what to change.

1. Note which check needs attention and what the app tells you to change.
2. Make the change on your phone, for example, reconnecting to Wi-Fi, turning on notification permission for the app, or turning off silent mode or Focus mode.
3. Return to **Settings → Additional Resources → Diagnose Notifications** in the Gym Lead Machine mobile app.
4. Tap **Run diagnosis** to check again.

Frequently asked questions

Why am I not getting notifications on my phone?

The most common causes are a weak or missing network connection, notification permission turned off for the app, or your phone set to silent or Focus mode. Run **Diagnose Notifications** from **Settings** in the Gym Lead Machine mobile app to see which one applies to you.

What if every check passes but the test notification still doesn't arrive?

Contact our Support team and include your diagnosis report. If every check passes, your phone's connection, permission, and sound settings are set up correctly, so our team can look into delivery from there. Tap **Copy report** and paste the results into your email.

How do I send my diagnosis results to support?

Tap Copy report at the end of the diagnosis, then paste the results into an email to hello@usekilo.com. The report gives our team your full check results at once, so you don't need to describe each setting yourself.

Can I resend the test notification?

Yes. If the test notification doesn't show up, tap **Resend** to send another one before you answer **Received** or **Didn't receive**.

Do I need to run the diagnosis again after I change a setting?

Yes. Tap **Run diagnosis** after any change to confirm the fix worked and every check passes.

Helpful tips

- Run the diagnosis as soon as you notice missed notifications, before changing settings at random
- Check Focus mode and silent mode first if notifications arrive without sound
- Answer the test notification prompt honestly; it's how the diagnosis confirms delivery
- Copy the report before contacting support so you can send everything in one message
- Re-run the diagnosis after every fix until all four checks pass

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When this feature is most helpful

- You've stopped receiving new lead or message alerts on your phone
- Notifications arrive late, without sound, or not at all
- You've switched to a new phone or reinstalled the app
- A staff member reports missing notifications on their phone
- You need to send our Support team clear details about a notification problem

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If you have questions about notifications in the Gym Lead Machine mobile app, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- Gym Lead Machine