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How Phone Call Routing Works

Mavilyn Carlos - 2026-07-25 - [Calls](#)

When someone calls one of your Gym Lead Machine numbers, the system follows a specific order to decide where the call goes. Here's a simple breakdown of how that works, and how you can control it.

What Is Edit Configuration (Incoming Call Settings)?

The Edit Configuration panel in Gym Lead Machine gives you a clear and centralized way to manage how incoming calls are handled for your gym. Instead of jumping between multiple settings, you'll see everything that can intercept or redirect an incoming call (like call forwarding, IVRs, AI assistants, and more) in one easy-to-use screen.

Each row tells you three things:

1. If a feature is active (like forwarding or voicemail)
2. What setting or user controls it
3. A direct link to edit it

By showing the priority order, this screen removes the guesswork when calls aren't reaching the right team member.

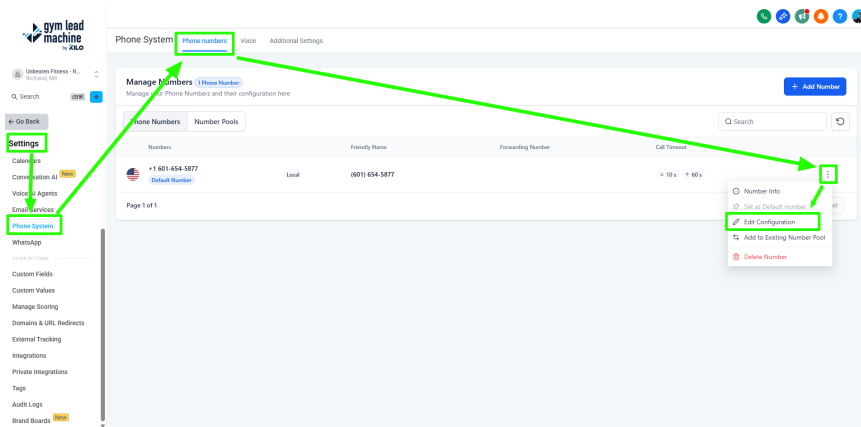
What Are the Key Benefits of the Incoming Call Settings?

- **Total transparency:** See which feature will handle the call first, second, and third.
 - **Edit on the fly:** Change most settings right on the page, with no more digging.
 - **Fixed call flow:** Learn exactly how the system decides where to send each call.
 - **Faster troubleshooting:** Instantly spot if a number is misconfigured or missing a user.
 - **Fewer missed leads:** Optimize call routing so potential members always reach a human.
 - **Time-saving:** Everything you need is in one place, with no need to hunt through menus.
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How Do I Access Edit Configuration?

1. Go to **Settings** → **Phone Numbers** → **Phone Numbers tab** in your Gym Lead Machine account.

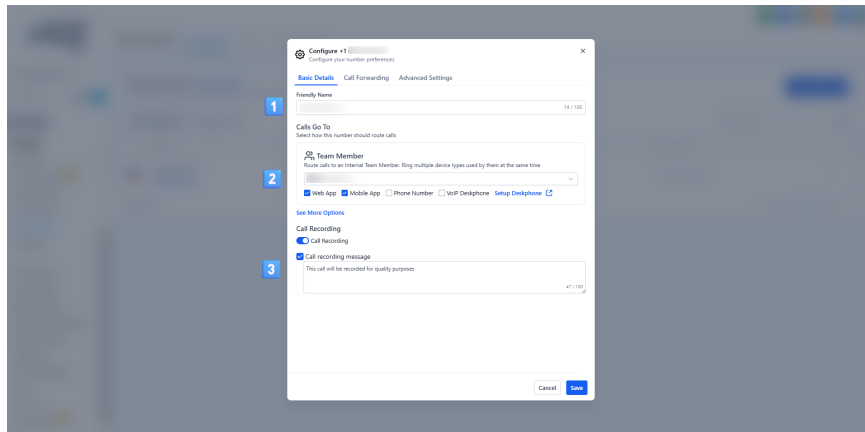
2. Find the number you want to adjust.
3. Click the three-dot menu next to the number and select **Edit Configuration**.



What Can I Set Up in the Basic Details Tab?

This tab helps you set up the fundamentals for the selected number:

1. **Friendly Name:** Give your number a name (like "Main Line" or "Front Desk").
2. **Calls Go To:** Choose the **Team Member** who gets the calls, then select their **Ring Options** to control how they get notified:
 - **Web App:** Rings if they're logged in on a browser.
 - **Mobile App:** Rings if they have the Gym Lead Machine mobile app.
 - **Phone Number:** Forward to a custom number.
 - **VoIP Deskphone:** Rings their desk phone (if configured).
3. **Call Recording:**
 - **Recording Toggle:** Turn call recording on or off.
 - **Message Checkbox:** Play a disclaimer before recording.
 - **Message Box:** Enter the message (e.g., "This call is recorded for quality purposes").



What Can I Set Up in the Call Forwarding Tab?

This tab fine-tunes how and where calls are routed if the first recipient doesn't answer.

Calls Go To:

- **IVR (Interactive Voice Response):** If enabled, other routing options are disabled. Manage IVR settings separately.
- **Team Member** (1st Priority)
- **External Number** (2nd Priority)
- **Voice AI Bot** (3rd Priority)

Ring More Team Members: Add up to 6 more users to ring at the same time.

- **User Selector:** Choose up to 6 additional users.
- **Device Type Icons:** See whether users are set to ring on desktop, mobile, etc.

Timeout Settings:

- **Incoming Call Timeout:** Set how long it rings before going to a backup. (Default: 20 seconds)
- **Outgoing Call Timeout:** Set a timeout for outbound calls too.

Backup Options:

- **Voice AI:** Route missed calls to an AI assistant.
- **Voicemail:** Send unanswered calls to the gym's voicemail.

Configure +1
Configure your number preferences

Basic Details **Call Forwarding** Advanced Settings

1 **Calls Go To**
Select how this number should route calls

IVR
Route calls to different destinations based on If-Else conditions and caller input [Go to workflow](#)

Team Member **1st Priority**
Route calls to an Internal Team Member. Ring multiple device types used by them at the same time

☒ Web App ☒ Mobile App ☐ Phone Number ☐ VoIP Deskphone [Setup Deskphone](#)

External Phone Number **2nd Priority**
Route calls to an External Phone Number

Voice AI
Route calls to an AI Agent that can take calls 24x7, answer queries, transfer calls and more [Select](#)

2 ☒ Ring more Team members

You can add up to 6 people. [Learn more about device type](#)

3 **Timeout**
Incoming call goes to backup after timeout seconds

☒ Incoming Call Timeout ☒ Outgoing Call Timeout

4 **Back up**

☐ Voice AI ☒ Voicemail

Timeout duration too low
Timeout duration may be too low. 20 seconds is recommended

How Does Call-Flow Priority Work?

The call flow in Gym Lead Machine follows a fixed order, shown from top to bottom in the interface:

1. Workflow, IVR, or Automation attached to the number
2. User assigned to the number
3. User assigned to the contact
4. Ring-All Team Members

5. Forwarding Number

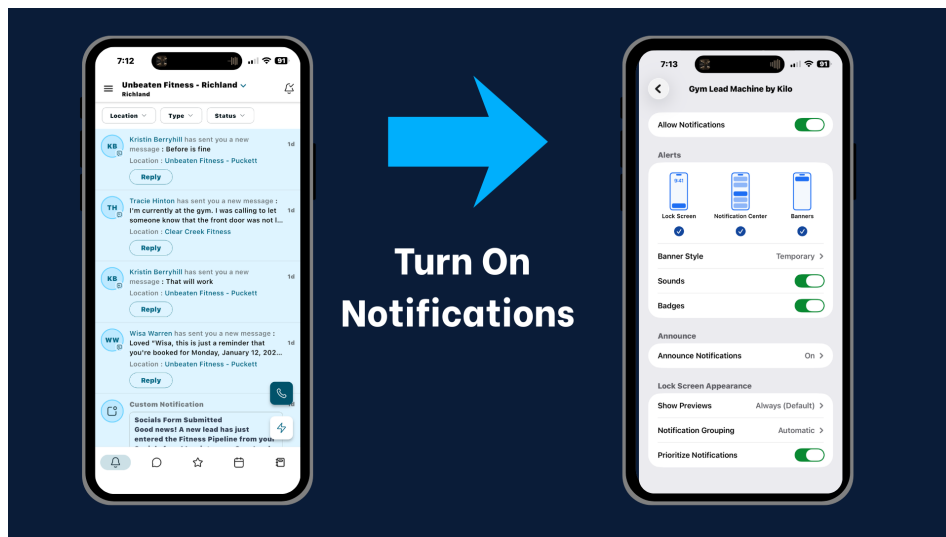
Each row is labeled with a badge like **1st Priority**, **2nd Priority**, and so on. The system always tries the highest priority option first. If that option isn't available (e.g., the user is offline), it moves to the next one in line.

Can Calls Ring Multiple Team Members at Once?

Yes. Gym Lead Machine only forwards to one number at a time, but you can have calls ring several people at once using the Mobile App Ring Group feature. Here's how to set it up:

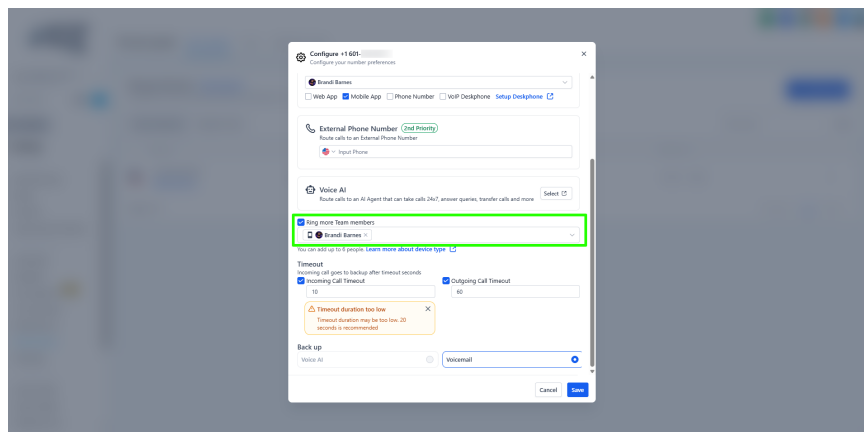
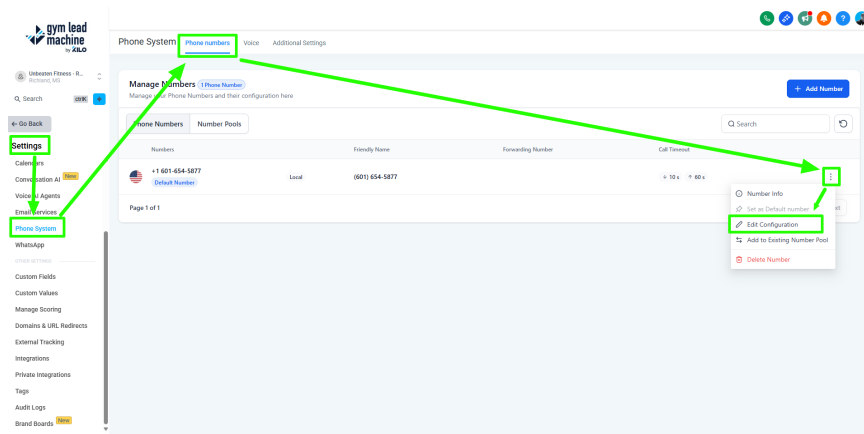
Step 1: Make sure everyone has the app. All the team members you want to receive calls must:

- Download the **Gym Lead Machine mobile app**
- Enable **notifications**



Step 2: Update the phone number settings.

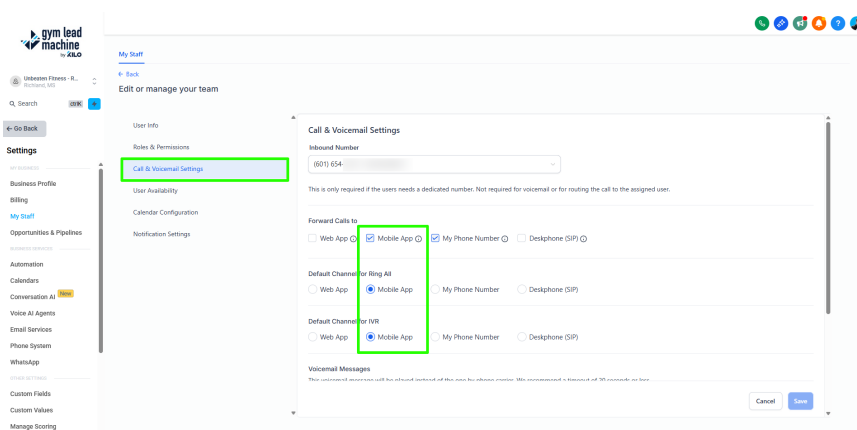
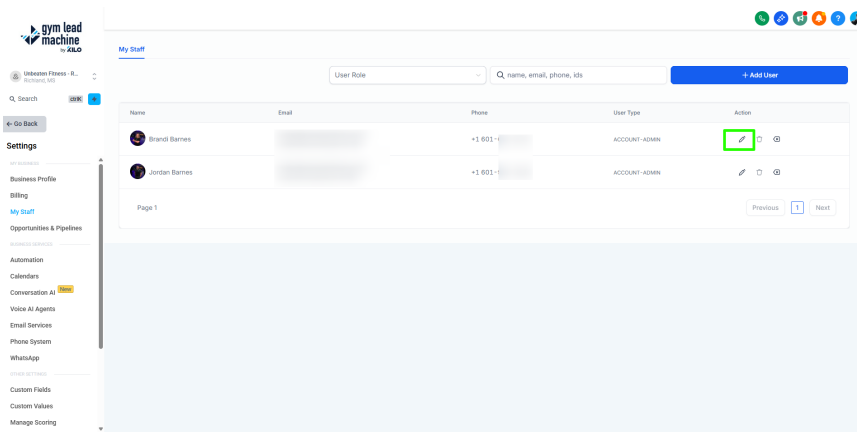
1. Go to **Settings → Phone Numbers**.
2. Click **Edit Configuration** for the number.
3. Turn on **Ring Incoming Calls to All Users**.



Step 3: Choose who should get the call. Select up to 8 people to ring when that number gets a call, then click **Save**.

Step 4: Set each user to receive calls on their app.

1. Go to **My Staff**.
2. Click **Edit** next to each selected user.
3. Go to **Call & Voicemail Settings**.
4. Under **Forward Calls To**, select only **Mobile App**.



Warning: If both Web and Mobile App are selected, the call will go to Web/Desktop only. Make sure only **Mobile App** is checked, not Web or Both.

Step 5: Save and you're done! Now, incoming calls will ring on each selected user's mobile app: great for front desk staff, trainers, or salespeople who need to stay on top of leads.

How Does Gym Lead Machine Route Calls? (Summary)

Scenario	Where the Call Goes
Contact is assigned to a user with a number	That user's phone
No assigned user or number?	The number's Forwarding Number
Still no match?	The number in Business Info
Want multiple team members to get the call?	Set up a Mobile App Ring Group

If you have questions about phone call routing in Gym Lead Machine, our Support team is happy to help. Reach us at hello@usekilo.com.

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