Set Up a System Voicemail in GLM

Tom Regier - 2026-11-16 - Calls

You can set up a **system voicemail** in Gym Lead Machine so callers hear a greeting you've recorded for your gym. If calls to your Gym Lead Machine phone number forward to another phone, such as a staff cell phone, an unanswered call can end up in that phone's carrier voicemail. A system voicemail catches the call first, as long as your call timeouts are set correctly.

Watch the video below for a walkthrough, or read on for the full guide.

What you can do with system voicemail

- Upload a pre-recorded voicemail greeting for your gym
- Play the greeting back to confirm you uploaded the right file
- Set how long calls ring before your system voicemail answers
- Keep unanswered calls out of a forwarding phone's carrier voicemail
- Test the setup by calling your Gym Lead Machine number

How do the two call timeouts work together?

System voicemail depends on two Incoming Call Timeout settings, and the one on your phone number must be shorter than the one in your voicemail settings. If the phone number's timeout runs too long, the forwarding phone keeps ringing and its carrier voicemail can pick up before your system voicemail does.

Setting	Where you find it	Starting value

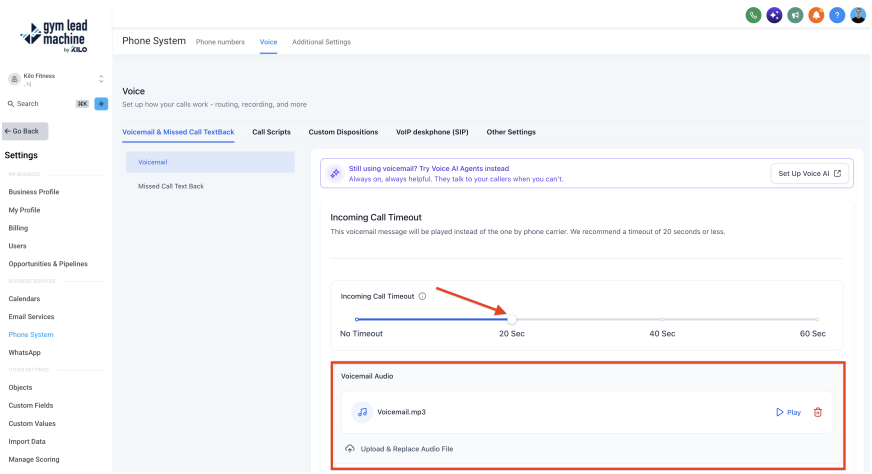
Voicemail Incoming Call Timeout	**Settings → Phone System → Voice**	20 seconds
Phone number Incoming Call Timeout	**Edit Configuration → Call Forwarding** on your phone number	10 seconds

These starting values work for most gyms. You may need to adjust them after a few test calls.

Step 1: Upload your voicemail greeting

Record your greeting before you start, so the audio file is ready to upload.

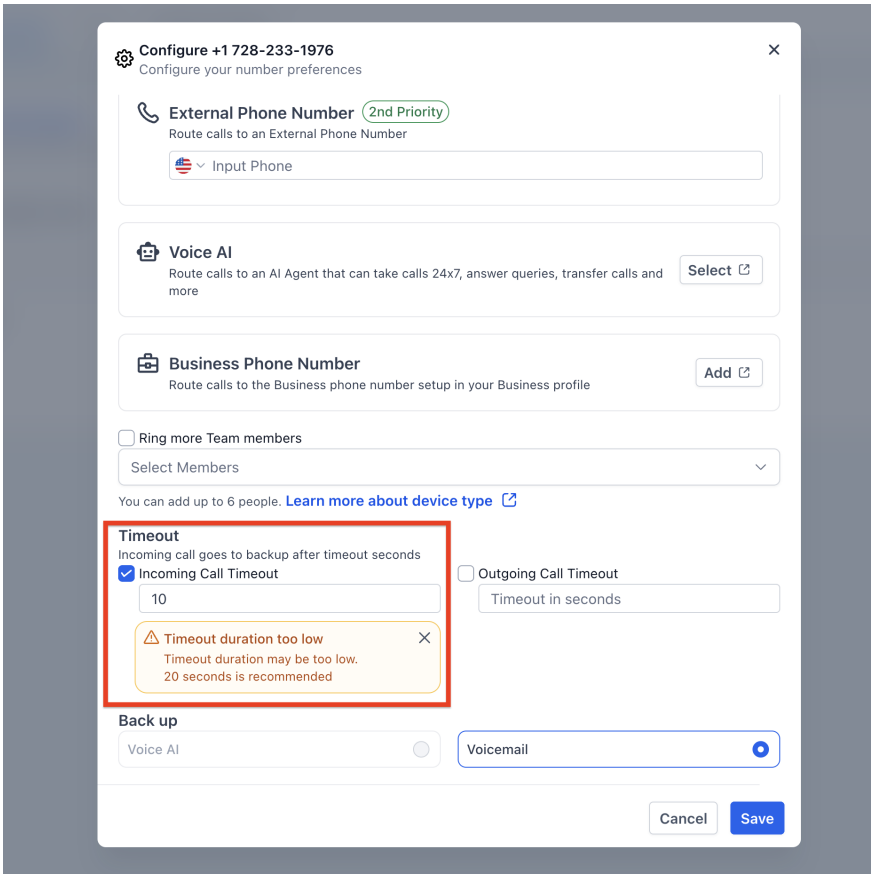
1. Go to **Settings → Phone System**.
2. Click the **Voice** tab.
3. In the voicemail section, click **Upload Audio File** and select your pre-recorded greeting.



4. Set the **Incoming Call Timeout** in the voicemail section to 20 seconds.
5. Use the play control to listen to the greeting and confirm it's the correct file.
6. Click **Save Call Settings**.

Step 2: Shorten your phone number's call timeout

1. Go to **Settings → Phone System** and click the **Phone Numbers** tab.
2. Find your Gym Lead Machine phone number, click the three-dot menu next to it, and select **Edit Configuration**.
3. Click the **Call Forwarding** tab at the top.
4. Scroll to **Incoming Call Timeout** and set it to 10 seconds.



5. Confirm the backup option is set to **Voicemail**. This is the default.

6. Click **Save**.

   NOTE: A warning appears when you change the phone number's call timeout. This is expected when you're configuring a system voicemail, and you can continue.

Step 3: Test your system voicemail

1. From a different phone, call your Gym Lead Machine phone number. This should be a number that is different than your forwarding number.

2. Let the call ring through without answering it on the forwarding phone.

3. Confirm you hear your uploaded greeting instead of your carrier voicemail.

If your carrier voicemail still answers, you may need to refresh the page, wait a couple of minutes, or revisit the two timeouts. The phone number's timeout must stay shorter than the voicemail timeout.

Frequently asked questions

Why do callers still hear my cell phone's voicemail?

Your phone number's call timeout is most likely too long compared with your voicemail timeout. The forwarding phone rings long enough for its carrier voicemail to answer first. Open your phone number's **Edit Configuration → Call Forwarding** settings, make sure the **Incoming Call Timeout** is shorter than the timeout in your voicemail settings, save, and test again.

What call timeout settings should I start with?

Start with 20 seconds in your voicemail settings and 10 seconds on your phone number. Make a couple of test calls and adjust from there if your carrier voicemail is still answering.

Do the voicemail timeout and the phone number timeout need to match?

No. The phone number's timeout needs to be shorter than the voicemail timeout. That order is what sends an unanswered call to your system voicemail.

Can I listen to my voicemail greeting before I save it?

Yes. After you upload the audio file, use the play control in the voicemail section to listen to it. Once you've confirmed it's the right recording, click **Save Call Settings**.

I see a warning when I change my phone number's call timeout. Is that a problem?

No. The warning is expected when you're setting up a system voicemail. Continue with your change and click **Save**.

Helpful tips

- Keep your phone number's call timeout shorter than your voicemail timeout
- Click **Save Call Settings** before leaving the Voice tab so your greeting and timeout are saved
- Play your greeting back after uploading to catch the wrong file before callers hear it
- Test from a phone other than the one your calls forward to
- Make a couple of test calls before treating the setup as finished

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When this feature is most helpful

- Calls to your gym forward to a staff member's cell phone
- Callers have been reaching a personal or carrier voicemail
- You want every caller to hear the same greeting from your gym
- You're replacing an outdated voicemail greeting

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

- Tags
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