Set Up Call Recording

Mavilyn Carlos - 2026-10-01 - Calls

Call recording is a powerful tool that helps your team improve communication, streamline follow-ups, and ensure quality control. With Gym Lead Machine, you can enable call recording to capture all conversations and review them later. This guide will walk you through the steps to activate call recording.

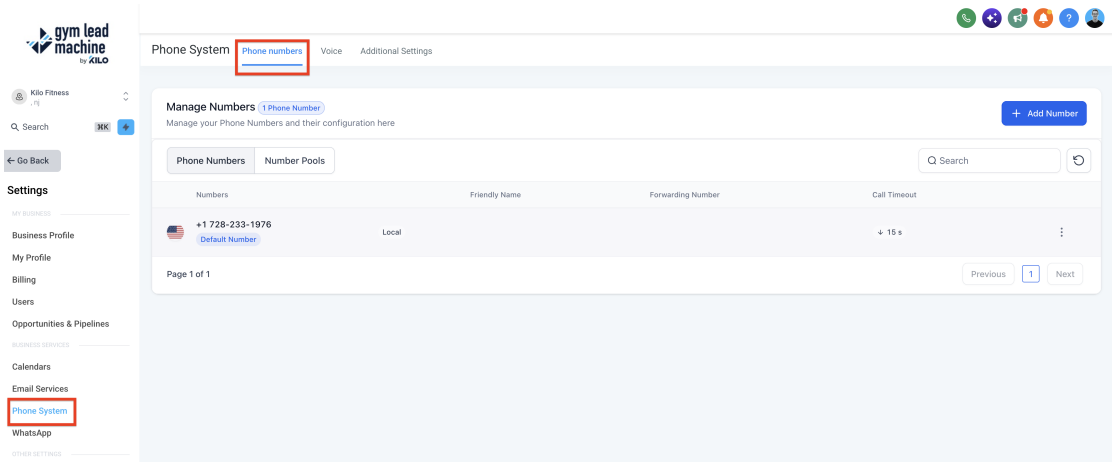
How Do I Enable Call Recording?

You can turn on call recording for any phone number in your account from the phone number's settings.

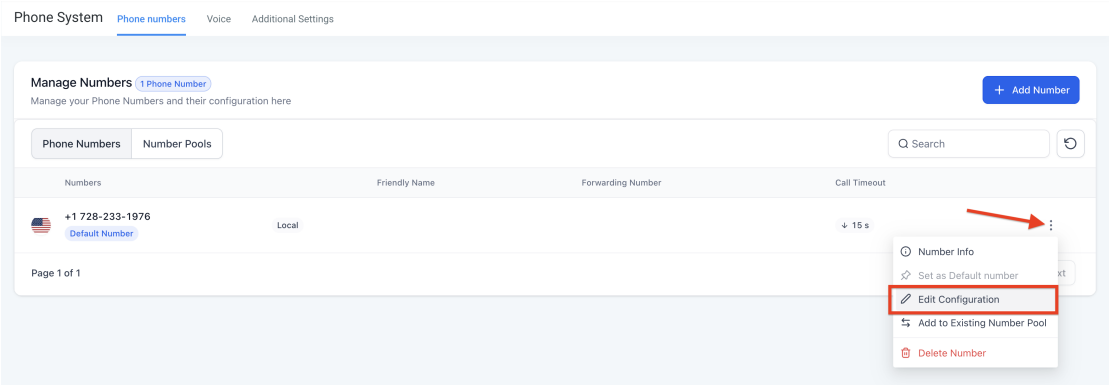
1. **Log in to Gym Lead Machine.** Access your account from the web dashboard.

2. **Navigate to Settings.** From the left-hand menu, click **Settings**.

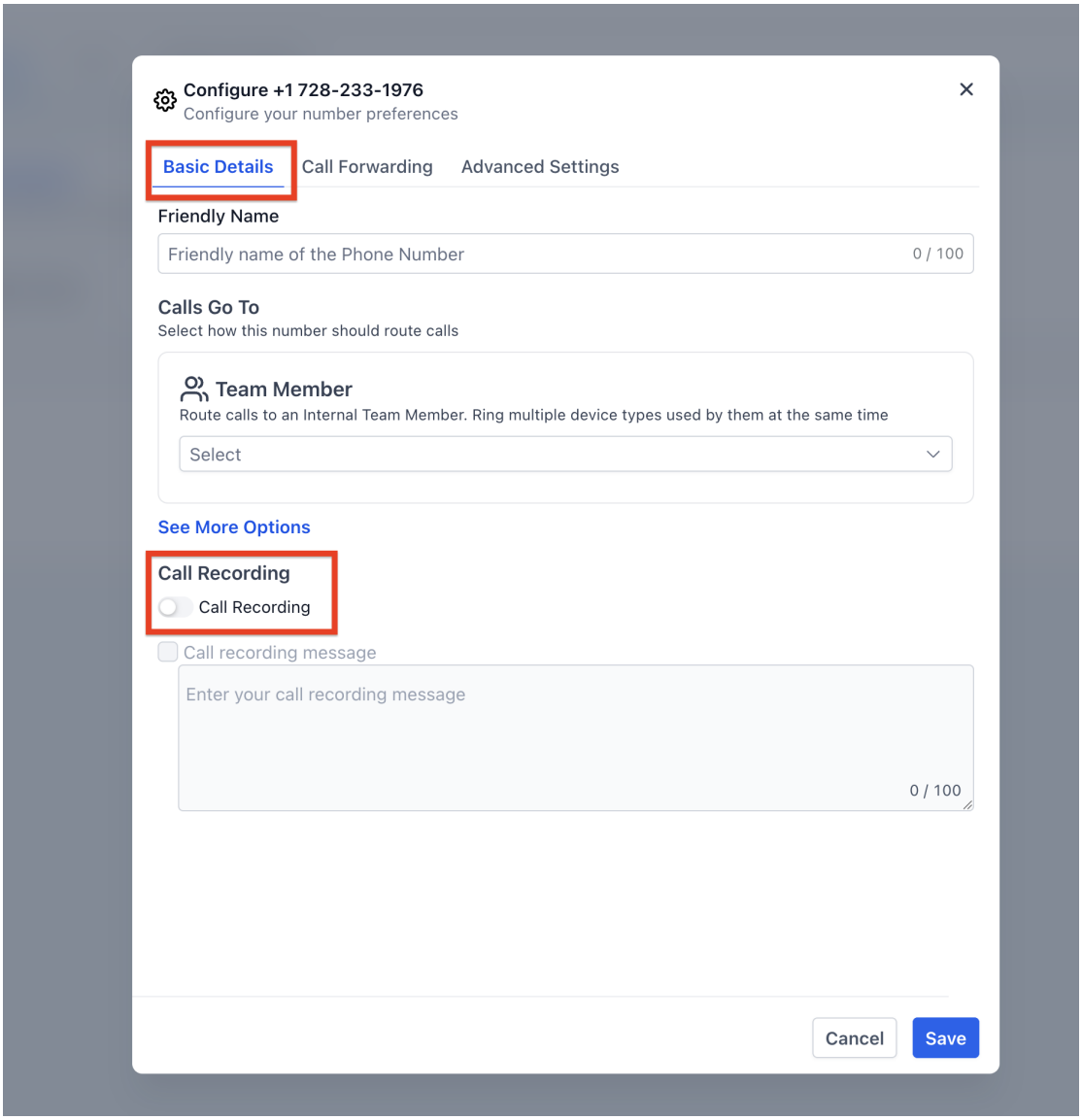
3. **Select Phone System -> Phone Numbers**.



1. **Choose the phone number to enable call recording.** You'll see a list of all the phone numbers associated with your Gym Lead Machine account. Click on the three dots to the far right of the phone number for which you want to enable call recording, and choose Edit Configuration.



1. **Turn on call recording.** In the phone number settings, locate the **Call Recording** toggle and switch it to **ON** to enable recording for all calls made or received through that number.



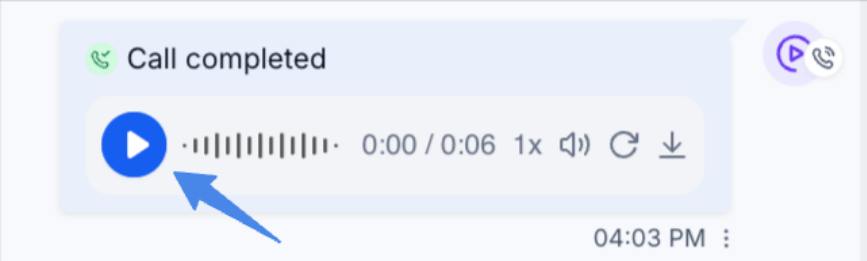
1. **Save your changes.** Scroll down and click **Save** to apply your changes.

Where Can I Find and Review Recorded Calls?

Once call recording is enabled, all calls made or received using the selected number will be recorded automatically. Here's how to access and review recordings:

1. **Open the contact's profile.** Navigate to **Contacts** or **Opportunities** and select the lead whose call you want to review.

2. **Check the Conversation History.** Recorded calls will have a play icon next to them. Click the icon to listen to the recording.



3. Recorded Calls can also be found by going to **Reporting -> Call Reports.** All call history and associated recordings will be found at the bottom of this page.

What Should I Keep in Mind When Using Call Recording?

- **Legal compliance**: Make sure to inform your leads that the call may be recorded, as required by call recording laws in your area. You can include a pre-call **disclaimer message** if needed.

- **Storage limits**: Call recordings are stored within Gym Lead Machine for a set period. Make sure to download important recordings if you need to keep them longer.

- **Monitor for quality control**: Use recorded calls to provide feedback to your team and improve scripts or communication strategies.

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

- Tags
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