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Use Do Not Disturb (DND)

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The **DND** (Do Not Disturb) setting in **Gym Lead Machine (GLM)** stops outbound messages reaching a contact while keeping that contact in your system. You can silence every channel at once or pick them individually, and you can also block calls and messages coming the other way.

What you can do with DND

- Keep a contact in your system while stopping outbound communication to them
 - Apply DND to every channel or to specific ones
 - Block inbound calls and SMS from a contact's number
 - Let unsubscribes apply DND automatically
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How does DND get turned on?

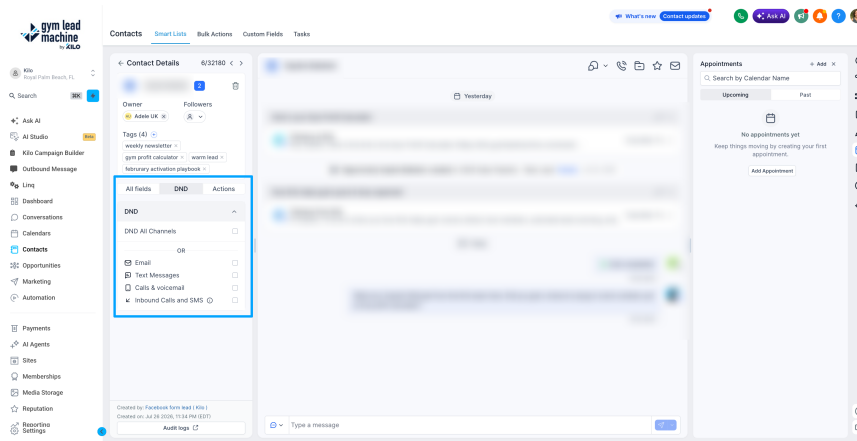
DND is turned on in one of two ways:

- **Automatically:** a contact who clicks the unsubscribe link at the bottom of a marketing automation email has DND applied for them.
- **Manually:** you can turn DND on for anyone in your system from their contact card.

Because of the first, a contact who has gone quiet may already have DND applied rather than simply not replying.

How do I turn on DND for a contact?

1. Go to **Contacts** in the left menu of your GLM account. Use **Search** to find the person.
2. Click their name to open their contact card.
3. In the **Contact Details** panel on the left, click the **DND** tab.
4. Check **DND All Channels** to silence everything, or check the individual channels you want:



5. **Email**, which also links to **Manage subscriptions** if you want to adjust what the contact receives rather than stop everything.
6. **Text Messages** for outbound SMS.
7. **Calls & voicemail** for outbound calls.

Changes save when you leave the contact card.

How do I block inbound calls and messages from a contact?

1. Open the contact's card and click the **DND** tab.
2. Check **Inbound Calls and SMS** at the bottom of the list.

This stops calls and texts from that contact reaching your account, which is different from the other options. Everything above it controls what you send; this one controls what you receive.

Frequently asked questions

What is the difference between DND All Channels and checking the channels individually?

DND All Channels silences every outbound channel in one step, while the individual checkboxes let you stop some kinds of message and keep others. Use the individual options when a contact wants to stop marketing texts but still receive email, or the reverse.

Does DND remove the contact from my account?

No. The contact stays in your system with all of their history intact. DND only stops communication reaching them, so they still appear in your lists, reporting, and search.

Why is a contact showing DND when nobody turned it on?

They most likely clicked the unsubscribe link in a marketing email, which applies DND automatically. Check the contact card before assuming a lead has simply stopped responding.

Can a contact still book an appointment while DND is on?

DND controls messages sent from GLM, not what the contact can do. If you need to confirm what a specific contact will and will not receive, contact Support.

Helpful tips

- Check DND before chasing a contact who has stopped replying. An unsubscribe looks the same as a cold lead until you look.
 - Use **Manage subscriptions** rather than full DND when a contact wants less email rather than none.
 - Reserve **Inbound Calls and SMS** for genuine problem numbers. It stops you hearing from that person entirely.
 - If a member asks to stop receiving messages, apply DND rather than deleting them. Deleting loses their history.
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When DND is most helpful

- A member asks to stop receiving marketing messages
 - A contact unsubscribes and you want to confirm what happened
 - A former client should stay in your records but out of your campaigns
 - A number is sending unwanted inbound messages to your account
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If you have questions about Do Not Disturb in Gym Lead Machine, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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