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Use Do Not Disturb (DND)

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The **DND (do-not-disturb)** feature in your Gym Lead Machine platform ensures contacts can remain listed within your system but not be reached via email, SMS, or other communication types linked in GLM. You also have the option to block inbound calls and SMS from a number should you need to do so. A small set of transactional email types are exempt from DND, as explained below.

What you can do with DND

- Keep a contact in your system while stopping outbound communication to them
 - Apply DND to specific channels or all channels
 - Block inbound calls and SMS from a contact's number
 - Let unsubscribes apply DND automatically
 - Trust that payment, calendar, and system notification emails still reach a contact even when DND is on
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Which emails still get delivered when a contact is set to DND?

Three email types are exempt from DND and are always delivered, even when a contact's email channel is set to do not disturb: payment and invoice emails, calendar notifications, and system notifications. These are transactional and time-sensitive rather than marketing or promotional, so blocking them could cause a contact to miss essential information about their account, such as an invoice, an upcoming appointment, or a system alert.

NOTE: This exemption applies only to the three email types listed above. All marketing and promotional emails continue to fully respect a contact's DND setting. DND on other channels, such as SMS and calls, is not affected by this exemption.

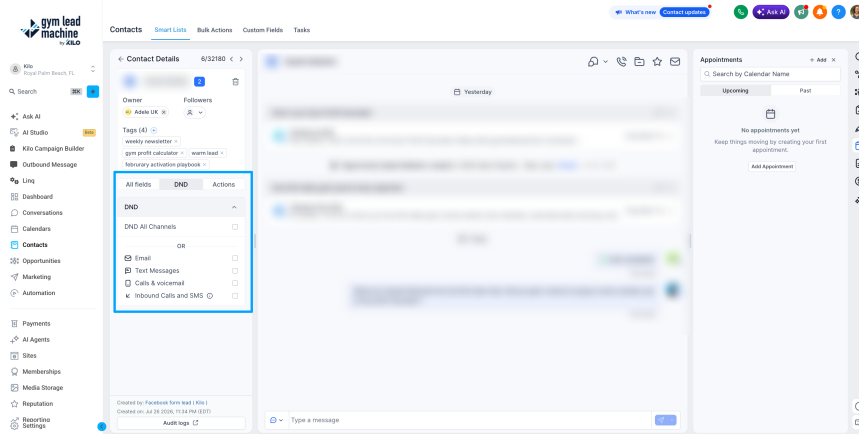
How does DND get turned on?

DND is turned on in one of two ways:

- **Automatically:** triggers are set to toggle on DND for anyone who clicks an unsubscribe link at the bottom of a marketing automation email.
 - **Manually:** you can turn on DND in the contact card for anyone in your system.
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How do I enable DND for a contact?

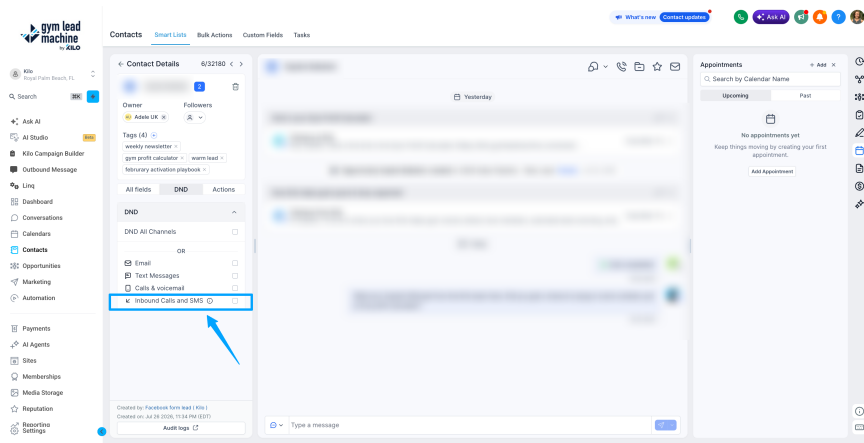
1. Go to **Contacts** in the left menu of your GLM account. You can search for the contact using the **Quick Search** field.
2. When you find the contact, click on their name to enter the full contact card.
3. In the left column of the contact card, click the **DND** box.



4. Select which of the channels (or all channels) on which the contact should not be disturbed. This change will save automatically when you leave the contact card.

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

1. Go to **Contacts** in the left menu of your GLM account. You can search for the contact using the **Quick Search** field.
2. When you find the contact, click on their name to enter the full contact card.
3. In the left column of the contact card, scroll down to the **DND** box.
4. At the bottom of the DND box, you'll see the option to **DND inbound calls & SMS**. Check the box to the right of that option. This change will save automatically when you leave the contact.



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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