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# VIRTUAL MAIL

Email on phone

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## Instructions for use



**USA : 718-564-6459**

**UK : 020-3966-1274**

## System access numbers

<b>Eretz Israel</b>	079-580-9090
<b>USA</b>	718-564-6459
<b>UK</b>	020-3966-1274
<b>France</b>	03-673-90900
<b>Belgium</b>	03-547-01-46

For contact and support:

[224@email36.com](mailto:224@email36.com)

You can also press pound at the entrance to the system to go to a human representative

This guide is in the editing stages prior to printing, we would love to receive feedback for improvement.

You can receive the guide by email by sending a blank email to [12@email36.com](mailto:12@email36.com) or to [11@email36.com](mailto:11@email36.com) for the Hebrew guide



## **Introduction**

E-mail serves as a means of communication that is difficult to manage without.

A study conducted among smartphone holders for non-recreational purposes, found that 75 percent of the reason for holding the device is for receiving and sending messages.

Anyone who does not have a smartphone often encounters situations where he needs access to email and has no way to access it.

**Virtual-Mail from I-CALL** was established to provide a solution to the problem and give access to the email box without the need for a smartphone or computer, by advanced and revolutionary technology based on a simple phone call.

Virtual Email can be used as an email on its own, sending and receiving emails from a unique address issued by the system for each user. In addition, someone who already has a personal mailbox (of gmail and the like) can connect his box to the system and send to receive emails from the personal email.

In this guide you will learn about the use of the system, the menus and the various settings, and you will find instructions for connecting the personal e-mail address to the system.

Years of hard work have been invested in the system and we hope you find it useful.

*Clarification: The system is intended for serious use and not for recreation.*

## **First call to the system**

When you first dial the system, you will hear a brief explanation of the service, and after confirmation, the system will issue you a virtual email address and you can start using the system for a week free of charge and without obligation.

After the end of the trial period, you can choose between a receipt-only or sending and receiving plan.

If you have been referred to the service by someone else, you can enter a referral code when registering.

You can enter the subscription management extension (extension 7) at any time to close the subscription, or switch to another route.

## **Main Menu**

- 1.** Inbox (hereafter internal menu)
- 2.** Outbox (hereafter internal menu)
- 3.** Sending an e-mail (details below)
- 4.** Address Book
- 5.** File Cloud (in development)
- 6.** Referrals Program
- 7.** Subscription Management
- 8.** Information and explanations
- 9.** Settings
- 0.** I-CALL apps
- #.** Support
- \*.** The Golden Book, user comments

## **Inbox and outbox (Extension 1 – 2)**

The emails are played one after the other from the new to the old, with the sender's name (or recipient's name in the outbox), subject, and message body. You can delete the message, respond to it, forward it to another recipient, translate the message, hear the date and time of receiving the message, and more.

Attachments can be heard (MP3 files and documents), as well as faxed (PDF documents).

## **Menu after playing the message**

1. For re-hearing
2. Previous message (arrived later)
3. Next message (arrived earlier)
4. Delete the message
5. Reply
6. Transfer to another address
7. Disable or enable menu playback
8. Attachments (5 for playing the file. 7 for playing the translated file. 8 for sending the file to fax)
9. Additional actions (1 for the date and time of receiving the message. 2 To save the contact in the address book. 3 To translate the message. 4 Spelling the sender's address. 8 Receiving the email by fax)

### Writing an email (Extension 3)

Writing an email consists of four steps. Address, subject, message, and confirmation.

- **Address:** The e-mail address must be written up to the at sign (@) on the phone keys (see **text input in the system** below). The system repeats the letters, and you can press star to correct.  
If the extension is gmail.com, just press pound to complete automatically. For another extension, type the letters after the at sign and end by pressing pound. The system repeats the letters and asks for confirmation.
- **Subject:** Enter a subject and press pound to finish. you can press star to correct, or confirm by pressing pound.
- **Message:** The message is written in stages, each sentence must be confirmed at the end, and choose whether to continue writing another sentence, or add a period, comma, line break, special mark (parentheses, exclamation mark, etc.), or delete the last addition. To finish writing the message, press 9.  
You can press 0 to switch between English mode, Hebrew mode, or digits mode.
- **Confirmation:** To end the process, you can press pound to send the message, or choose from the menu whether to edit the address, subject or message. You can also press 4 to attach a voice note to the message.

## Text input in the system

Text can be entered in two ways, by speech transcribed into text by an automatic robot, or by typing on the phone keys. Writing an email address is only possible by typing and not by speaking.

Writing on the keys uses the phone keys, and for example to write the letter A you have to press once on 2, the letter B twice on 2, and the letter C three times on 2. To separate letters on the same key, press star. You can switch to numbers mode by double-pressing star, and again double-star to return to letters mode.

Pressing the 1 key once adds a dot, twice a middle dash, three times a bottom dash, and four times the plus (+) sign.

Pressing the 0 key once adds a space, twice a line break (inactive in writing an email address)

At the end of the writing, press pound.

<b>Examples</b>	
34445043454444033*3422244422 0775555*5422#	<b>אני מאמין באמונה שלימה</b>
6999066263304447777099966633 555#	<b>my name is yoel</b>
666556244455512226661444555#	<b>okmail.co.il</b>

### **Address book (Extension 4)**

To make the system easier to use and save the need to write down the email address each time, addresses can be saved in the address book. You can also configure speed dial addresses.

In the address book, you can create a new contact, search for a contact, import contacts from your inbox, or delete the entire address book.

When writing an email, you can dial a direct number and press star pound, or write down part of the address and pound, then zero pound to search for suitable addresses for the search.

### **Referrals Program (Extension 6)**

Want to get a free subscription to the system? Sign up for the referral's program at extension 6, and you will receive a referrer code. Anyone who registers with your code will earn you a month of free use of the system.

### **Subscription management (Extension 7)**

You can choose between the plan of receiving emails only or the plan of sending and receiving.

To close the subscription and disconnect from the service, press 3. Please note that after the disconnection, the forwarding of emails from the personal email must be canceled.

To change the saved credit card, press 4.

The billing takes place every first of the month, and is recorded in the credit card details as **I-CALL**.

Any financial error that is not requested within 30 days will be considered a forgiveness.



## Information and explanations (Extension 8)

Here you can hear your virtual email address, as well as explanations for using the system.

## Settings (Extension 9)

1. Instructions for connecting an email address to the system
2. Personal identification by outgoing mail (see explanation below)
3. Mute or activate alerts when receiving an email
4. Direct routing to incoming mail at login
5. Login password
6. Email signature
7. Change language and select a reading robot
8. Set up a fax number to receive emails and documents

## List the letters on the keys

<b>1</b> · - _ +	<b>2</b> והז ABC	<b>3</b> אבג DEF
<b>4</b> מסנ GHI	<b>5</b> יכל JKL	<b>6</b> טזח MNO
<b>7</b> רשת PQRS	<b>8</b> קצק TUV	<b>9</b> פעפס WXYZ
*	<b>0</b> Space, line break	#

## **System setup**

When registering, the system creates a virtual email address (your phone number @email36.com) and every email sent to this address will be heard when you dial into the system from your phone. Emails sent from the system will be sent from this address.

Those who already have an email address (such as gmail, etc.) can set up a forwarding from the personal email to the virtual email, so that every email that arrives at the gmail address will be heard in the system. In addition, the personal address can be set to be identified by outgoing mail, so that emails sent from the system will be sent from the personal address.

**To set up a forwarding from a Google mailbox (gmail)**, click on the wheel that appears at the top right of the mailbox, and in the panel that opens on the left side of the screen, click on Show all settings. Press on the transfer tab and select Add address to transfer, and in the drop-down box write down the virtual address and confirm. After a few moments you will receive an email with a code, which must be written in the confirmation box, and then confirm the transfer again (note that it is not enough to enter the code but need to check the transfer option again) and confirm at the bottom of the page.

You can check if the transfer works, by sending an email from your personal address to your personal address (from gmail to gmail) and write in the subject line the digits 444. If the transfer is set up correctly, you

will receive an email from the system confirming that the transfer works.

In the other email companies (Outlook.com, etc.) you should look in the settings for the forwarding option to another address. In Yahoo it is not possible to make a forwarding.

**To set up personal identification in outgoing mail**, so that emails sent from the system will be sent with your personal email identification (gmail, etc.), send an email from the personal email [123@email36.com](mailto:123@email36.com) and in the subject line write your phone number, after a few moments you will receive an email that the address has been successfully received, then dial the system and enter extension 9 - 2 and confirm the address.

You can also set a name for personal identification, in the settings extension.

**Tip:** After setting up an email address for personal identification, any email sent to the virtual address will be redirected to the personal email.

For help setting the forwarding and identification, you can contact the support email [224@email36.com](mailto:224@email36.com) or contact us by phone at the pound extension in the main menu.

Kollel Yungerman >

# A waste of time.

1:30pm, after kollel. R' Mendel ran to check the email he was due to receive from his doctor, only to discover that it hadn't yet arrived.

Now with Virtual Mail, it no longer happens. He now gets notified of the arrival of a new email.

## It is just amazing!

Just

**£1.5** per month

for receiving emails

**£2.5** per month

for send & receiving emails

**Free  
Trial**  
no credit  
card needed



**020 4520 0100**



**07442 95 96 95**

 **Virtual Mail**  
— EMAIL ON PHONE —