

# Navigation Map - Virtual Mail

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has sub-menu | # = hash | \* = star = ▼

Main menu		
<b>Inbox</b>	Listen to received messages	<b>1</b>
<b>Outbox</b>	Listen to sent messages	<b>2</b>
<b>Write new email</b>	Edit and send message	<b>3</b>
<b>Address Book</b>	Manage contacts	<b>4</b>
<b>File Cloud</b>	Manage saved and favorite files	<b>5</b>
<b>Referral program</b>	Refer new clients and get benefits	<b>6</b>
<b>Subscription management</b>	Plans, payment, text message service	<b>7</b>
<b>Information and explanations</b>	Training and information about the system	<b>8</b>
<b>Settings</b>	Personal settings for the system	<b>9</b>
<b>Support</b>	Contact technical support, direct number for support 0765-98-99-88	<b>#</b>
<b>Return to last location</b>	Continue listening from where you stopped in the last call to the system	<b>*</b>
<b>ICALL applications</b>	Transfer to other ICALL services	<b>0</b>

## Message menu (Extension 1 – Inbox / Extension 2 – Outbox)

<p><b>Play from the beginning / Skip to message body</b>  <i>.Pressing during playing sender/subject – skips to message body *</i>  <i>Pressing during playing message body – returns to the beginning of the message **</i></p>	1
<p><b>Next message</b> Go to newer message</p>	2
<p><b>Previous message</b> Go to older message</p>	3
<p>▼ <b>Delete message</b></p>	4
<p>Delete only from phone</p>	1
<p>Delete also from Gmail on computer</p>	2
<p>▼ <b>Reply</b> Send reply to sender  <i>:For message with additional recipients/group</i></p>	5
<p>Reply only to sender</p>	1
<p>Reply to all</p>	2
<p>Listen to recipient addresses [not in group]</p>	3
<p>Reply to all and go directly to writing the message</p>	#
<p>▼ <b>Forward</b> Forward the message to another address</p>	6
<p>Forward with sender details</p>	1
<p>Forward without sender details</p>	2
<p><b>Menu playback settings between messages/thread</b> Navigate between messages in the          ▼ same thread  <i>If no thread: Switch between playing menu after each message/mute</i>  <i>:When there is a thread</i></p>	7
<p>Repeat current message in thread</p>	1
<p>Next message in thread (newer)</p>	2
<p>Previous message in thread (older)</p>	3
<p>Listen in secondary language</p>	0
<p>Return to message menu</p>	*
<p>▼ <b>Attachments</b> Listen to and manage attachments</p>	8
<p>Repeat file details playback File name and file type</p>	1
<p>Previous file</p>	2
<p>Next file</p>	3
<p>Save file to File Cloud  <i>After saving the file – option to edit file name</i></p>	4
<p>▼ <b>In PDF or Word files</b> Press page number</p>	5
<p>Listen to the entire file content (regular TTS playback) ↳  <i>Pressing # during playback of file content navigation menu: speed, skip paragraphs</i></p>	#
<p>Listen to content of only this page ↳  <i># Enter the page number and then pound</i></p>	#page
<p>Listen to content of a range of pages (regular TTS playback) ↳  <i>Enter the first page, star, last page, and pound #. The system will say "Selected pages X to Y" and play</i></p>	#page*page
<p>Listen to smart analysis of a specific page ↳  <i># Enter the page number, star, and pound</i></p>	#*page
<p>Listen to smart analysis of a selected range of pages ↳</p>	#*page*page

Enter the first page, star, last page, star, and pound #. The system will say "Selected pages X to Y" and analyze

Listen to smart analysis of the whole document together ↳ <i>Enter 0, star, and pound #. Documents over 8 pages will be analyzed in ranges of 8 pages</i>	#*0
Listen to smart analysis of the whole document page by page ↳ <i>Enter 00, star, and pound #. Documents over 8 pages will be analyzed in ranges of 8 pages</i>	#*00
▼ In MP3 audio files <i>:Navigation menu in audio files</i>	
Skip 30 seconds back ↳	1
Skip 30 seconds forward ↳	3
Skip 5 minutes back ↳	4
Pause, and press 5 again to resume ↳	5
Skip 5 minutes forward ↳	6
Slow down speed ↳	7
Speed up ↳	9
Send file by email	6
▼ Translation and second language	7
▼ Listen to translated file and send to email or fax ↳	1
Listen to translated file –	1
Send translated file by fax –	2
Send translated file by email –	3
▼ Listen to file in second language and send to email or fax ↳	2
Listen to file in second language –	1
Send file translated to second language by fax –	2
Send file translated to second language by email –	3
▼ Audio transcription menu	#
Verbatim transcript ↳	1
Dialogue transcript ↳	2
Short summary ↳	3
Edited and polished transcript ↳	4
▼ Receive document content or convert to PDF by email (for document files)	#
Receive document content (text) by email ↳	1
Convert document to PDF and receive by email ↳	2
Extract data from attached file	0
▼ Additional actions	9
Date and time of receiving/sending the message	1
Save contact to Address Book	2
Translate message	3
▼ Spelling menu	4
Spell sender name (in Inbox) / recipient (in Outbox) ↳	1
Spell sender address (in Inbox) / recipient (in Outbox) ↳	2
Spell subject ↳	3

<ul style="list-style-type: none"> <li>▼ Spell message body ↵ <b>4</b> # Select line to spell then</li> </ul>	
Spell whole email -	#
▼ Black / white list	<b>5</b>
Add to black list Block address from playing messages / Unblock ↵	<b>1</b>
Add to black list Block only from receiving notifications / Unblock ↵	<b>2</b>
In mailing lists Unsubscribe from mailing list ↵	<b>3</b>
Delete all messages sent from this address ↵	<b>4</b>
Add address to white list/Remove address ↵	<b>6</b>
Save to favorites <i>Messages saved to favorites can be heard at extension 5&gt;0 from the main menu</i>	<b>6</b>
Receive email as text message <i>Available only to subscribers with text message service</i>	<b>7</b>
Reply wording suggestions (in Inbox) / Sending status (in Outbox)	<b>9</b>
▼ Extract email addresses from message body (in Inbox only)	<b>0</b>
Save address to Address Book ↵	<b>1</b>
Send message to this address ↵	<b>2</b>
When there are multiple addresses Browse between addresses ↵	<b>3</b>
Remove message from spam/trash	<b>#</b>
▼ <b>Navigate in paragraphs</b>	<b>0</b>
Previous paragraph	<b>1</b>
Pause Press any key to continue	<b>2/5</b>
Next paragraph	<b>3</b>
paragraphs back 3	<b>4</b>
paragraphs forward 3	<b>6</b>
Slow reading	<b>7</b>
Speed up reading	<b>9</b>
Listen to message in secondary language <i>[To set secondary language, enter extension 9&gt;7&gt;1&gt;3 from main menu]</i>	<b>0</b>
Listen to navigation menu	<b>#</b>
Return to email	<b>*</b>
▼ <b>Tools and skips</b> <i>Phone keypad layout: Left=back, Right=forward</i>	<b>#</b>
Skip a day back <i>Each additional press adds a day</i>	<b>1</b>
Skip 10 messages back	<b>2</b>
Skip a day forward <i>Each additional press adds a day</i>	<b>3</b>
Skip a week back <i>Each additional press adds a week</i>	<b>4</b>
Return to where you stopped in last call in current folder (outbox/inbox)	<b>5</b>
Skip a week forward <i>Each additional press adds a week</i>	<b>6</b>

Skip a month back <i>Each additional press adds a month</i>	7
Skip a month forward <i>Each additional press adds a month</i>	9
Change playback order New to old / Old to new	0
▼ Search messages	#
Search messages from sender/recipient in this message ↳	#
Search by sender/recipient name ↳	1
By address ↳	2
By subject ↳	3
By message body ↳ :Search results	4
▼ By attachments ↳	7
All messages with attachments -	#
By file type PDF, images, documents, audio, video, or archives -	0
By file name -	text
<b>Listen to messages from search results</b>	#
<b>Perform actions on search results</b> Delete/block messages or notifications, set fixed filter, receive history report by email or fax	7

## Extension 3 – Compose new email

Speak the address – # to start speaking and # to finish	#<1
Search contacts by name	#<3
Search contacts by address	#<4
Record a self-reminder (direct skip and send to your email)	#
Listen to explanation <i>#* Or press direct dial then</i> <i>▼ Step 2 – Writing the subject</i>	#<0
Finish writing subject	#
Write subject in another language <i>▼ Step 3 – Typing message content</i>	#<0
Start typing/recording (limited to 45 seconds) and # to finish	#
Add period	1
Add comma	2
New line	3
Symbols (hash, asterisk, plus)	4
{ / : @ _ ( ) , " ! ? } Signs	5
Emojis	6
Listen to last addition	7
Listen to entire message	8
Go to message sending menu	9
▼ Save draft or schedule send <i>▼ Step 4 – Confirmation and sending menu</i>	0
Save as draft	#
One-time scheduled send	1
Recurring scheduled send	2
Return to previous menu	*
Send message	#
Change recipient	1
▼ Correct subject	2
Listen to subject	1
Edit subject	2
Delete subject and record again	#
Return to previous menu without changes	*
▼ Correct message	3
Listen to message	1
Edit message	2
Delete entire message	#

Return to previous menu without changes	*
▼ <b>Attach voice recording (limited to 60 minutes)</b>	<b>4</b>
Start recording, and again # to finish <i>:After finishing recording</i>	#
Confirm recording	#
Listen to recording	1
Re-record	2
Record continuation	3
Cancel recording and return	*
▼ <b>Attach files to message</b>	<b>5</b>
Attach file from Inbox	1
Attach file from Sent	2
Attach file from File Cloud	5
Search file by number in File Cloud	6
Search by report ID	7
Listen to and manage existing attachments	9
<b>Choose template from quick templates</b>	<b>6</b>
<b>Set and change personal identification</b>	<b>7</b>
▼ <b>Message editing and correction menu</b>	<b>8</b>
Correct errors	1
Translate message	3
Correct minor errors (single words)	4
Listen to entire message	9
▼ <b>Listen to entire message</b>	<b>9</b>
Listen to the entire message sequentially	0
Spell recipient address	1
Spell subject	2
Spell message body	3
Listen to and manage existing attachments	4
▼ <b>Save draft</b>	<b>0</b>
Listen to draft number	1
Receive draft number by email	2
Return to editing draft	#
Return to main menu	*
Cancel message	*

**Create new contact**

**1**

*Enter address ← Record name ← Choose direct number or # to skip*

**Search contacts in Hebrew**

**2**

**Search contacts in English**

**3**

**▼ Listen to contact list**

**4**

Listen again

**1**

Next contact

**2**

Previous contact

**3**

Listen to address

**4**

Send email to this contact

**5**

Set direct number

**6**

Edit contact name

**7**

Send this contact's address to another email

**9**

**Scan inbox and import addresses**

**5**

**Delete entire Address Book**

**6**

**Set contact saving**

**7**

**Set automatic contact saving**

**8**

**▼ Manage recipient groups**

**#**

Create new group

**1**

**▼ Browse existing groups**

**2**

Replay current group ↳

**1**

Previous group ↳

**2**

Next group ↳

**3**

Listen to group recipients ↳

**4**

Add recipient to group ↳

**5**

Remove recipient from group ↳

**6**

Return to group menu ↳

**\***

Return to Address Book

**\***

**▼ Manage black and white list and filters**

**9**

Listen to blacklisted addresses

**1**

Listen to whitelisted addresses

**2**

Search address in lists

**3**

Add address to list

**4**

Manage filters

**5**

Switch list modes

**6**

View blocked messages

**7**

Global blacklist toggle Opt-in or opt-out of the general system spam filtering

**9**

Delete all lists	#
Return to previous menu	*
<b>Receive address book by email</b>	0
<b>Return to main menu</b>	*

## Extension 5 – File Cloud

<b>▼ Browse folders and files</b>	1
Listen to file/open folder	1
Next file/folder	2
Previous file/folder	3
Delete file/Rename	4
Send file by email	6
Listen to translated file	7
Listen to file size and save date	9
Create new folder	0
<b>▼ Search file</b>	2
Search by name	1
Search by type	2
Search by size	3
Search by date	4
<b>▼ Personal Dictionary and Memory Board</b> Manage personal dictionary and memory board	5
Personal Dictionary	1
<b>▼ Memory Board</b>	2
Listen to memories ↵	1
Add new memory ↵	2
Delete memory ↵	3
Edit memory ↵	4
<b>Scheduled Emails Management</b> Send messages at a future date and time	9
<b>▼ Email drafts</b>	#
<i>When leaving draft editing with star, the system returns to the drafts menu</i>	
Search by draft number	1
Browse drafts	2
<b>Favorites</b> Listen to saved messages	0
<b>Return to main menu</b>	*

## Extension 6 – Referral Program

<b>Send invitation text</b> Choose Hebrew, English, or Yiddish; sent with user guide and navigation map	7
<b>Return to main menu</b>	*

## Extension 7 – Subscription Management

### ▼ Choose / change plan **1**

Discounted plan Receive only without attachments **1**

Basic plan Receive only with files **2**

Extended plan Send and receive **3**

Close subscription / Disconnect **0**

### ▼ Details of charges and expenses **3**

Current month cost **1**

Listen to previous charges **2**

Print previous receipts (Menu) **3**

### ▼ Update payment method **4**

Delete credit card **1**

Change credit card **2**

Change expiration **3**

### Deposit amount in advance instead of monthly billing **5**

**Advanced robot** With an addition of 5 NIS per month **6**

### ▼ SMS settings **9**

Order an SMS number **1**

Manage your numbers (cancel and details) **2**

Listen to received SMS **3**

Listen to sent SMS **4**

**Return to main menu** **\***

## Extension 8 – Information and Explanations

<b>General explanation about the system</b>	<b>1</b>
<b>▼ Explanation on connecting Google account</b>	<b>2</b>
Listen to connection instructions	<b>1</b>
Receive instructions by email	<b>2</b>
Get temporary SMS number for verification code	<b>3</b>
Listen to verification codes received by SMS	<b>4</b>
Listen to instructions for disconnecting Gmail	<b>5</b>
Gmail kosher phone registration guide	<b>6</b>
<b>▼ Receive navigation map or explanation booklets by fax/email</b>	<b>6</b>
Receive the navigation map (fax/email)	<b>1</b>
Receive the explanation booklet (fax/email)	<b>2</b>
Receive the Pitka booklet (fax/email)	<b>3</b>
Listen to the extensions directory	<b>4</b>
<b>Information about virtual numbers</b>	<b>8</b>
<b>Listen to recommendations from satisfied customers</b>	<b>0</b>
<b>Return to main menu</b>	<b>*</b>

## Extension 9 – Settings

**Guided settings wizard** **0**

**Connect email account** **1**

**Personal identification** **2**

*Read sender ID – name, email address, number of words sent from this address*

▼ **Notifications** **3**

Notification mode setting menu/notification receiving hours **1**

Set black/white list mode **5**

Receive notification for messages arriving to categories **6**

Set ring length **7**

**Listening and routing settings** Direct entry to inbox, entry announcement, message preview, web-read  
▼ tracking **4**

Direct entry to inbox when there are new messages **1**

**Configure navigation keys** Set the skip units of the navigation keys in the message body, in regular attachments,  
and in audio files **2**

**Count messages read on website as heard by phone** When enabled, messages read via the website will not be  
announced as new upon calling by phone **4**

Detailed entry announcement settings **5**

Message preview on system entry **6**

**Set and change password for system entry** **5**

**Email signature** **6**

*'At the bottom of every email sent from the system will appear 'Sent via Virtual Mail system*

**Set typing language** **7**

▼ **Fax settings** **8**

Default settings for sending faxes Design, quality, header **1**

Resend failed faxes Includes sending to a different fax number **3**

Register fax number for fax-to-email service **4**

Listen to registered numbers **5**

▼ **Monthly billing and fax sending report** Fax summary and report menu **9**

Hear the total faxes sent this month ↵ **1**

Receive fax report Choose a month from the last six months and receive the report by mail, fax, or both ↵ **2**

▼ **Tracking / Remote access** **9**

Add authorized number **1**

Remove number **2**

Listen to list **3**

Set entry by pressing 4 credit card digits and expiration **4**

Enter phone number to connect without needing to press password **5**

Connect to another account **7**

▼ **Additional settings** **#**

	▼ Service blocking menu	①
	Block automatic replies ↳	1
	Block image description ↳	2
	Block free search ↳	3
Fax transcription mode	Set fax transcription style: in a separate message, in the same message, blocked, or permanently blocked ↳	4
	Block professional writing ↳	5
	Check for errors before sending ↳	6
	Block all services at once ↳	#
	▼ Smiley shortcut settings	②
	Select preferred smiley ↳	1
	Select action after adding smiley ↳	2
	Disable smiley shortcut ↳	3
	Select smiley quantity ↳	4
Manage auto-reply	Manage, disable, and configure auto-reply for incoming emails, including attaching files	③
	▼ Manage ready replies	④
	Ready templates 1 to 5 ↳	1-5
	Ready templates 6 to 9 ↳	6-9
	Listen to all templates ↳	#
	Delete template ↳	0
	Receive email history report <i>Report can be requested by inbox, sender, or from search results</i>	⑤
	▼ Custom keyboard mapping	⑥
	Assign key ↳	0-9
	Reset all mapping to default ↳	#

<b>Transfer to human response (representative)</b> <i>Human response hours: Sunday-Thursday 19:30-22:30</i>	<b>1</b>
▼ <b>Leave message, bug or improvement</b>	<b>2</b>
▼ Leave a voice message for the agent	<b>1</b>
Record message ↪	<b>#</b>
▼ Settings for receiving replies and announcements ↪	<b>9</b>
Enable/disable receiving the reply by email –	<b>1</b>
Enable/disable announcement on entry when there is a new message –	<b>2</b>
Report a technical bug	<b>2</b>
Suggest an improvement or new idea	<b>3</b>
<b>Listen to messages left for you by the support team</b>	<b>3</b>
<b>Frequently asked questions</b> Common questions and answers about the system	<b>4</b>
▼ <b>Tips and usage hints</b>	<b>8</b>
Listen to tips from newest to oldest	<b>1</b>
Receive the tips list by email	<b>2</b>
Receive the tips list by fax	<b>3</b>
Turn tip playback at system entry on or off	<b>4</b>
▼ <b>News and system updates</b>	<b>9</b>
Listen again	<b>1</b>
Previous update	<b>2</b>
Next update	<b>3</b>
Skip	<b>#</b>
Return to main menu	<b>*</b>