

Basic system use

The keys you need to start using Virtual Mail

The main menu – every key

1

Inbox

Listen to received messages

2

Outbox

Listen to sent messages

3

Write new email

Edit and send message

4

Address Book

Manage contacts

5

Files and Documents

Manage files, create documents, and use additional tools

6

Referral program

Refer new clients and get benefits

7

Subscription management

Plans, payment, text message service

8

Information and explanations

Training and information about the system

9

Settings

Personal settings for the system

Return to the last message

Continue from the last word heard in the message body or attachment during the previous call

0

ICALL applications

Transfer to other ICALL services

#

Support

Contact technical support, direct number for support 0765-98-99-88

Common shortcuts

1

Listen to new mail

Enter the inbox and listen to messages.

1 - 5

Reply to a message

Reply to the sender or to everyone.

1 - 6

Forward a message

Forward with or without sender details.

1 - 8

Hear attachments

Open and manage attached files.

3

Write a new mail

Choose recipient, subject, body and send.

8 - 6 - 1

Get this map

Receive the navigation map by mail or fax.

9 - 6

Change signature

Turn the system signature and referral code on or off.

#

Call support

Reach the support menu.

Tip: if you are not sure where you are, press star to go one step back. Hash is usually used to confirm or open more options.

Full detailed map

The complete navigation map starts here, with every menu and sub-menu.

Main menu	
1	Inbox Listen to received messages
2	Outbox Listen to sent messages
3	Write new email Edit and send message If the default mailbox is disconnected, the system announces it at login and asks which mailbox to use for sending from now on. Full Hebrew email addresses can be dictated, including the part before the at-sign and the domain. During address recording, press 0 to switch to keypad digits and append them to the recorded part
4	Address Book Manage contacts
5	Files and Documents Manage files, create documents, and use additional tools Under Create a designed document, then Create a table, opening a saved unfinished table offers key 3 to continue from the first unfinished cell while preserving every completed cell.
6	Referral program Refer new clients and get benefits
7	Subscription management Plans, payment, text message service
8	Information and explanations Training and information about the system
9	Settings Personal settings for the system
#	Support Contact technical support, direct number for support 0765-98-99-88
*	Return to the last message Continue from the last word heard in the message body or attachment during the previous call
0	ICALL applications Transfer to other ICALL services

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

1

Play from the beginning / Skip to message body

* Pressing during playing sender/subject – skips to message body.
 ** Pressing during playing message body – returns to the beginning of the message.
 *** In incoming mail with a detected tracking number, the system offers once to save it before playing the message body: press 1 to save, or star to continue without saving

2

Next message Go to newer message

3

Previous message Go to older message

4

Delete message ▾

1

Delete only from phone

4-1

2

Delete also from Gmail on computer

4-2

5

Reply ▾ Send reply to sender

For message with additional recipients/group:

1

Reply only to sender

5-1

2

Reply to all

5-2

3

Listen to recipient addresses [not in group]

5-3

#

Reply to all and go directly to writing the message

5-#

6

Forward ▾ Forward the message to another address

1

Forward with sender details

6-1

2

Forward without sender details

6-2

7

Menu playback settings between messages/thread ▾

Navigate between messages in the same thread

If no thread: Switch between playing menu after each message/mute
 When there is a thread:

1

Repeat current message in thread

7-1

2

Next message in thread (newer)

7-2

3

Previous message in thread (older)

7-3

0

Listen in secondary language

7-0

*

Return to message menu

7-*

8

Attachments ▾ Listen to and manage attachments

1

Repeat file details playback File name and file type

8-1

2

Previous file

8-2

3

Next file

8-3

4	Save file to File Cloud After saving the file — option to edit file name	8-4
5	In PDF or Word files ▾ Press page number	8-5
#	Listen to the entire file content (regular TTS playback) Pressing # during playback of file content navigation menu: speed, skip paragraphs	8-5-#
page#	Listen to content of only this page Enter the page number and then pound #	8-5-page#
page*page#	Listen to content of a range of pages (regular TTS playback) Enter the first page, star, last page, and pound #. The system will say "Selected pages X to Y" and play	8-5-page*page#
page*#	Listen to smart analysis of a specific page Enter the page number, star, and pound #	8-5-page*#
page*page*#	Listen to smart analysis of a selected range of pages Enter the first page, star, last page, star, and pound #. The system will say "Selected pages X to Y" and analyze	8-5-page*page*#
0*#	Listen to smart analysis of the whole document together Enter 0, star, and pound #. Documents over 8 pages will be analyzed in ranges of 8 pages	8-5-0*#
00*#	Listen to smart analysis of the whole document page by page Enter 00, star, and pound #. Documents over 8 pages will be analyzed in ranges of 8 pages	8-5-00*#
	In MP3 audio files ▾ Navigation menu in audio files:	8
1	Skip 30 seconds back	8-1
3	Skip 30 seconds forward	8-3
4	Skip 5 minutes back	8-4
5	Pause, and press 5 again to resume	8-5
6	Skip 5 minutes forward	8-6
7	Slow down speed	8-7
9	Speed up	8-9
#	Volume ▾	8-#
1	Lower volume	8-#-1
2	Normal volume	8-#-2
3	Increase volume	8-#-3
6	Send file by email	8-6
7	Translation and second language ▾	8-7
1	Listen to translated file and send to email or fax ▾	8-7-1

1	Listen to translated file	8-7-1-1
2	Send translated file by fax	8-7-1-2
3	Send translated file by email	8-7-1-3
2	Listen to file in second language and send to email or fax ▼	8-7-2
1	Listen to file in second language	8-7-2-1
2	Send file translated to second language by fax	8-7-2-2
3	Send file translated to second language by email	8-7-2-3
#	Audio file actions menu ▼ In an audio file, pound opens a menu with only two options: key 1 opens the transcription menu and key 2 opens audio editing. The transcription menu offers email, fax, or both. In audio editing, key 1 cuts by seconds; key 2 cuts while listening; key 3 adds a new recording at the beginning, end, or a chosen point; key 4 adds one or more audio files already stored in the inbox, sent mail, or file cloud. When a message contains several audio files, one specific audio or all of them can be selected. Selected files are joined in selection order at the beginning, end, or a point entered in seconds. After creating the edited audio file, key 1 lets you listen before choosing email or file-cloud delivery.	8-#
1	Transcription menu ▼	8-#-1
1	Receive transcript by email	8-#-1-1
2	Send transcript by fax	8-#-1-2
3	Receive transcript by email and fax	8-#-1-3
2	Edit the audio file ▼	8-#-2
1	Cut by seconds: second to second, beginning to second, or second to end	8-#-2-1
2	Cut while listening: 0 mark, # finish, 1/3 skip 10 seconds, 4/6 skip 5 minutes, 2 position, 5 pause, 7/8/9 speed	8-#-2-2
3	Add a new recording at the beginning, end, or a chosen point	8-#-2-3
4	Join existing audio files in selection order ▼	8-#-2-4
1	Add the files at the beginning of the current file	8-#-2-4-1
2	Add the files at the end of the current file	8-#-2-4-2
3	Add the files at a point entered in seconds	8-#-2-4-3
#	Receive document content or convert to PDF by email (for document files) ▼	8-#
1	Receive document content (text) by email	8-#-1
2	Convert document to PDF and receive by email	8-#-2
3	Fill a printed or scanned form by phone and send by fax, email, or save to cloud Appears when the attached file is a PDF without digital fields (a printed or scanned form). After pressing pound an intermediate menu is offered: press 1 to receive the document content, press 2 to sign the document, press 3 to fill the form by phone. When filling, text blocks are placed on the page using nine zones like the phone keypad: key 1 top-left through key 9 bottom-right. You can add several blocks, choose a page in a multi-page document, and type or record each block. At the end you can add a saved digital signature and send by fax, email, or save to the files cloud	8-#-3

5	Merge several PDF files into one file	8-#-5
	Merge every PDF in the current message, or select files in order from inbox, sent mail, and file cloud. The merged file can then be sent by email or fax, or saved in the file cloud	
0	Extract data from attached file	8-0
0	While listening to file content – save a position bookmark	8-0
	To return to the bookmark from the main menu: 5, then 9, then 9 again	
9	After smart image analysis – another analysis version	8-9
	Runs a second, more precise method at the regular smart-analysis cost; replaying an existing version is not charged again	
9	Additional actions ▾	
1	Date and time of receiving/sending the message	9-1
2	Save contact to Address Book	9-2
3	Translate message ▾	9-3
	Translate to the system language, the secondary language, or another language. To send the translation in the secondary language by email: 9>3>2>3	
1	System language ▾	9-3-1
1	Listen to translated message	9-3-1-1
2	Send translated message by fax	9-3-1-2
3	Send translated message by email	9-3-1-3
2	Secondary language ▾	9-3-2
	If no secondary language is set, the system offers to configure it	
1	Listen to message in secondary language	9-3-2-1
2	Send message in secondary language by fax	9-3-2-2
3	Send message in secondary language by email	9-3-2-3
3	Another language ▾ Choose from the list of available languages	9-3-3
1	Listen to translated message	9-3-3-1
2	Send translated message by fax	9-3-3-2
3	Send translated message by email	9-3-3-3
4	Spelling menu ▾	9-4
1	Spell sender name (in Inbox) / recipient (in Outbox)	9-4-1
2	Spell sender address (in Inbox) / recipient (in Outbox)	9-4-2
3	Spell subject	9-4-3
4	Spell message body ▾	9-4-4
	Select line to spell then #	
#	Spell whole email	9-4-4-#

5	Hear the mailbox Inbox: the mailbox where the message arrived; Outbox: the mailbox the message was sent from	9-4-5
5	Black / white list ▾	9-5
1	Add to black list Block address from playing messages / Unblock	9-5-1
2	Add to black list Block only from receiving notifications / Unblock	9-5-2
3	In mailing lists Unsubscribe from mailing list	9-5-3
4	Delete all messages sent from this address	9-5-4
6	Add address to white list/Remove address	9-5-6
6	Save to favorites Messages saved to favorites can be heard at extension 5-0 from the main menu	9-6
7	Receive email as text message Available only to subscribers with text message service	9-7
9	Reply wording suggestions (in Inbox) / Sending status and read tracking (in Outbox) ▾	9-9
9	Outbox: receive an alert call when the recipient reads a message that is not read yet The alert number starts with 088 according to the selected setting	9-9-9
0	Outbox: continue to the regular additional message options	9-9-0
0	Extract email addresses from message body (in Inbox only) ▾	9-0
1	Save address to Address Book	9-0-1
2	Send message to this address	9-0-2
3	When there are multiple addresses Browse between addresses	9-0-3
#	Remove message from spam/trash	9-#
0	Navigate in paragraphs ▾	
1	Previous paragraph	0-1
2/5	Pause Press any key to continue	0-2/5
3	Next paragraph	0-3
4	3 paragraphs back	0-4
6	3 paragraphs forward	0-6
7	Slow reading	0-7
9	Speed up reading	0-9
#	Volume ▾	0-#
1	Lower volume	0-#-1

2	Normal volume	0-#-2
3	Increase volume	0-#-3
*	Return to email	0-*
#	Tools and skips ▾ Phone keypad layout: Left=back, Right=forward	
1	Skip a day back Each additional press adds a day	#-1
2	Skip 10 messages back	#-2
3	Skip a day forward Each additional press adds a day	#-3
4	Skip a week back Each additional press adds a week	#-4
5	Return to where you stopped in last call in current folder (outbox/inbox)	#-5
6	Skip a week forward Each additional press adds a week	#-6
7	Skip a month back Each additional press adds a month	#-7
9	Skip a month forward Each additional press adds a month	#-9
0	Change playback order New to old / Old to new	#-0
#	Search messages ▾ In text search fields: 0# opens the extended writing menu. In attachment search: 00# opens file-type search	#-#
#	Repeat last search	#-#-#
1	Search by sender/recipient name	#-#-1
2	By address	#-#-2
3	By subject After entering the words: key 1 = search messages that do NOT contain the words (like Gmail)	#-#-3
4	By message body After entering the words: key 1 = search messages that do NOT contain the words (like Gmail) Search results:	#-#-4
5	By one date or a date range ▾	#-#-5
1	By one date	#-#-5-1
2	By a date range	#-#-5-2
6	By total message size Larger than 1, 5, 10, or 25 megabytes, or another size	#-#-6

7	By attachments ▾	#-#-7
#	All messages with attachments	#-#-7-#
0	By file type PDF, images, documents, audio, video, or archives	#-#-7-0
7	By individual attachment size Larger than 1, 5, 10, or 25 megabytes, or another size	#-#-7-7
8	Global search in all attachments Searches attachments from incoming mail, outgoing mail, and the files cloud, within a recent limited range	#-#-7-8
text	By file name	#-#-7-text
#	Listen to messages from search results	
8	Load 20 more search results	
9	Load all search results	
7	Perform actions on search results Delete/block messages or notifications, set fixed filter, receive history report by email or fax	

1-#	Speak the address – # to start speaking and # to finish	
9-#	Type a full Hebrew email address on the phone keypad Enter the part before the at sign and the domain separately; key 1 enters a dot	
partial name-#-0-#	Search the address book for the part already entered	
00-#	Open the extended writing menu for the domain after the at sign Allows entering an address domain in Hebrew	
3-#	Search contacts by name	
4-#	Search contacts by the beginning of the address	
#	Record a self-reminder (direct skip and send to your email)	
0-#	Listen to explanation Or press direct dial then *# Step 2 – Writing the subject ▼	
#	Finish writing subject	
0-#	Write subject in another language Step 3 – Typing message content ▼	
#	Start typing/recording (limited to 45 seconds) and # to finish	
*	Delete and correction menu ▼	
0	Search for a word or symbol in the whole message – replace or delete ▼	*-0
1	Search for a word	*-0-1
2	Search for a symbol	*-0-2
1	Delete the last word	*-1
2	Delete the last line	*-2
3	Delete the last addition	*-3
4	Delete the entire message	*-4
5	Edit a specific sentence During editing: press 0 to search for a word or symbol in the whole message	*-5
6	Delete several words from the beginning or end	*-6
#	Delete the last addition and continue recording	*-#
1	Add period	
2	Add comma	
3	New line	

4	Symbols (hash, asterisk, plus)	
5	Signs { ? ! " , () _ @ : / }	
6	Emojis	
7	Listen to last addition	
8	Listen to entire message	
9	Go to message sending menu	
0	Save draft or schedule send ▼	
	Step 4 – Confirmation and sending menu ▼	
#	Save as draft	0-#
1	One-time scheduled send	0-1
2	Recurring scheduled send	0-2
*	Return to previous menu	0-*
#	Send message	
1	Change recipient	
2	Correct subject ▼	
1	Listen to subject	2-1
2	Edit subject	2-2
#	Delete subject and record again	2-#
*	Return to previous menu without changes	2-*
3	Correct message ▼	
1	Listen to message	3-1
2	Edit message	3-2
#	Delete entire message	3-#
*	Return to previous menu without changes	3-*
4	Attach voice recording (limited to ▼ 60 minutes)	
#	Start recording, and again # to finish	4-#
	After finishing recording:	
#	Confirm recording	4-#
1	Listen to recording	4-1
2	Re-record	4-2
3	Record continuation	4-3

*	Cancel recording and return	4-*
5	Attach files to message ▾	
1	Attach file from Inbox	5-1
2	Attach file from Sent	5-2
5	Attach file from File Cloud	5-5
6	Search file by number in File Cloud	5-6
7	Search by report ID	5-7
9	Listen to and manage existing attachments	5-9
6	Choose a quick reply	
7	Set and change personal identification	
8	Message editing and correction menu ▾	
1	Correct errors	8-1
3	Translate message	8-3
4	Correct minor errors (single words)	8-4
9	Listen to entire message	8-9
9	Listen to entire message ▾	
0	Listen to the entire message sequentially	9-0
1	Spell recipient address	9-1
2	Spell subject	9-2
3	Spell message body	9-3
4	Listen to and manage existing attachments	9-4
0	Save draft ▾	
1	Listen to draft number	0-1
2	Receive draft number by email	0-2
#	Return to editing draft	0-#
*	Return to main menu	0-*
*	Cancel message	0-*

1 Create new contact

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

2 Search the Address Book ▾

- | | | |
|---|--|-----|
| 1 | Search by name in Hebrew | 2-1 |
| 2 | Search by speed dial number | 2-2 |
| 3 | Search in English | 2-3 |
| 4 | Search by category or group
<div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;">Choose a group, then browse the saved contacts in it</div> | 2-4 |
| 5 | Search by the beginning of the email address
<div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;">Entering the first letters lists every address that starts with them</div> | 2-5 |

3 Speed dial contacts ▾

- | | | |
|---|-----------------------------|-------|
| 1 | Hear the speed dial numbers | 3-1 |
| 2 | Browse speed dial contacts | 3-2 |
| 3 | Enter a speed dial number | 3-3 |
| 4 | Receive the list by email ▾ | 3-4 |
| 1 | PDF file | 3-4-1 |
| 2 | Editable spreadsheet file | 3-4-2 |

4 Listen to contact list ▾

- | | | |
|---|--|-------|
| 1 | Listen again | 4-1 |
| 2 | Next contact | 4-2 |
| 3 | Previous contact | 4-3 |
| 4 | Listen to address | 4-4 |
| 5 | Send email to this contact | 4-5 |
| 6 | Set direct number | 4-6 |
| 7 | Edit contact name | 4-7 |
| 8 | Set a fixed sending address for this contact (shown only on accounts with more than one connected mailbox) | 4-8 |
| 9 | Send this contact's address to another email | 4-9 |
| # | Manage this contact ▾ | 4-# |
| 1 | Listen to correspondence history with this contact | 4-#-1 |
| 2 | Choose the alert number for emails from this contact | 4-#-2 |

3	Set a fixed sending address for this contact (shown only on accounts with more than one connected mailbox)	4-#-3
4	Read receipt alert for this contact	4-#-4
9	Assign this contact to categories or groups	4-#-9
0	Filter recurring introductions and signatures in messages from this contact ▾	4-#-0
1	Automatically scan previous messages and detect recurring text at the beginning or end	4-#-0-1
2	Select sentences from the beginning or end of one message and remove them from future messages	4-#-0-2
3	Add filter text at the beginning, end or anywhere using the full message-writing menu, including clipboard and punctuation	4-#-0-3
4	Listen to saved filters and delete a filter	4-#-0-4
5	Delete all filters for this contact	4-#-0-5
5	Import contacts ▾	
1	Scan inbox and import addresses	5-1
2	Import from Google Contacts	5-2
6	Delete entire Address Book	
7	Address Book usage settings ▾	
1	Offer to save new addresses to Address Book	7-1
2	Use Address Book sender name in Inbox playback	7-2
8	Set automatic contact saving With multiple connected Gmail mailboxes, enable it for all mailboxes or choose specific mailboxes	
#	Manage recipient groups ▾	
1	Create new group ▾	#-1
1	Visible copy – every recipient sees the other recipients	#-1-1
2	Blind copy – recipients do not see one another	#-1-2
2	Browse existing groups ▾	#-2
1	Replay current group	#-2-1
2	Previous group	#-2-2
3	Next group	#-2-3
4	Listen to group recipients	#-2-4
5	Add recipient to group	#-2-5
6	Remove recipient from group	#-2-6
*	Return to group menu	#-2-*
*	Return to Address Book	#-*

9	Manage black and white list and filters ▾	
1	Listen to blacklisted addresses	9-1
2	Listen to whitelisted addresses	9-2
3	Search address in lists	9-3
4	Add address to list	9-4
5	Manage filters	9-5
6	Switch list modes	9-6
7	View blocked messages	9-7
9	Global blacklist toggle Opt-in or opt-out of the general system spam filtering	9-9
#	Delete all lists	9-#
*	Return to previous menu	9-*
0	Receive address book by email	
*	Return to main menu	

1 Browse folders and files ▾

1	Listen to file/open folder	1-1
2	Next file/folder	1-2
3	Previous file/folder	1-3
4	Delete file/Rename	1-4
6	Send file by email	1-6
7	Listen to translated file	1-7
9	Listen to file size and save date	1-9
0	Create new folder	1-0

2 Search file ▾

1	Search by name	2-1
2	Search by type	2-2
3	Search by size	2-3
4	Search by date	2-4

3 Receive a PDF list of all files**4 Search for a file by number****5 VBox devices** ▾

Information about VBox and leaving an interest message. Device access and email setup instructions will open when device sales begin

1	Leave a message about interest in VBox	5-1
2	Early registration to purchase a VBox device	5-2

6 Special boxes ▾

1	Messages deleted from phone	6-1
2	Trash	6-2
3	Spam	6-3
4	Personal Gmail labels	6-4
5	Archive	6-5
6	Messages blocked by filters or blocked addresses	6-6

8 Google tools ▾

All Google services are grouped in one extension; services are announced only when available for the account

1	Open Google Drive Choose an account, browse files, and manage Drive actions	8-1
2	Hear recent Google Docs	8-2
3	Hear Google Sheets Choose a spreadsheet and sheet, hear the first nine rows, and select a row to hear it in full	8-3
4	Google Forms Hear the form structure and received responses, or create a new form by phone	8-4
5	Hear upcoming Google Calendar events	8-5
6	Google Tasks Hear open tasks and their details by task list	8-6
7	Google Chat Shown only to service pilot users	8-7
*	Return to the files and documents menu	8-*
9	Personal tools ▾ Scheduled sends, clipboard, personal dictionary, document signatures, position bookmarks, and files cloud explanation	
1	Manage scheduled sends	9-1
2	Clipboard	9-2
3	Personal dictionary	9-3
4	Manage document signatures	9-4
9	Message position bookmarks Resume from the exact saved position; path from the main menu: 5, 9, 9	9-9
0	Files cloud explanation	9-0
*	Return to the files and documents menu	9-*
#	Email drafts ▾ When leaving draft editing with star, the system returns to the drafts menu	
1	Search by draft number	#-1
2	Browse drafts	#-2
9	Choose draft playback order Choose whether drafts from all mailboxes are played newest first or oldest first	#-9
0	Favorites Listen to saved messages	
*	Return to main menu	

7

Send invitation text Choose Hebrew, English, or Yiddish; sent with user guide and navigation map

*

Return to main menu

1	Choose / change plan ▼	
1	Discounted plan Receive only without attachments	1-1
2	Basic plan Receive only with files	1-2
3	Extended plan Send and receive	1-3
0	Close subscription / Disconnect	1-0
3	Details of charges and expenses ▼	
1	Current month cost	3-1
2	Listen to previous charges	3-2
3	(Menu) Print previous receipts	3-3
4	Update payment method ▼	
1	Delete credit card	4-1
2	Change credit card	4-2
3	Change expiration	4-3
5	Deposit amount in advance instead of monthly billing	
6	Advanced robot With an addition of 5 NIS per month	
9	SMS settings ▼	
1	Order an SMS number	9-1
2	Manage your numbers (cancel and details)	9-2
3	Listen to received SMS	9-3
4	Listen to sent SMS	9-4
*	Return to main menu	

1	General explanation about the system	
2	Explanation on connecting Google account ▾	
1	Listen to connection instructions	2-1
2	Receive instructions by email	2-2
3	Get temporary SMS number for verification code	2-3
4	Listen to verification codes received by SMS	2-4
5	Listen to instructions for disconnecting Gmail	2-5
6	Gmail kosher phone registration guide	2-6
6	Receive navigation map or explanation booklets by fax/email ▾	
1	Receive the navigation map (fax/email) ▾	6-1
1	English version ▾	6-1-1
1	Receive the complete navigation map	6-1-1-1
2	Receive one extension map – then press 1 through 9 or hash	6-1-1-2
2	Yiddish version ▾	6-1-2
1	Receive the complete navigation map	6-1-2-1
2	Receive one extension map – then press 1 through 9 or hash	6-1-2-2
3	Hebrew version ▾	6-1-3
1	Receive the complete navigation map	6-1-3-1
2	Receive one extension map – then press 1 through 9 or hash	6-1-3-2
2	Receive the explanation booklet (fax/email) ▾	6-2
1	English version	6-2-1
2	Yiddish version	6-2-2
3	Hebrew version	6-2-3
3	Receive the Pitka booklet (fax/email)	6-3
4	Listen to the extensions directory	6-4
5	Receive the quick start guide (fax/email) ▾	6-5
1	English version	6-5-1
2	Yiddish version	6-5-2
3	Hebrew version	6-5-3
6	Receive the Hebrew iCall applications booklet (fax/email)	6-6

8	Information about virtual numbers
0	Listen to recommendations from satisfied customers
*	Return to main menu

0	Basic settings and setup wizard ▾	
1	Basic settings	0-1
2	Guided setup wizard	0-2
3	Manage personal shortcuts Hear an explanation of shortcut numbers and slots, hear numbers 0733886671 through 0733886675, receive a missed call from the selected number to save it, and set each number to send email to a contact, open the file cloud, hear messages from a contact, or use a combined mode for sending, replying and hearing the history with that contact. For actions that receive messages, choose whether the alert comes from the slot number. If a login password is set, choose during setup whether that shortcut should use the same password or open without it	0-3
1	Inbox settings ▾	
7	Message body announcements ▾	1-7
5	Foreign-language message handling ▾ For a message in another language, press 1 to translate it to Hebrew or 2 to hear it with the matching voice. Set one general action or a different action for Yiddish, English, French, Spanish and German: ask, translate automatically, play automatically in the original language, or turn off	1-7-5
1	General setting for all languages	1-7-5-1
2	Separate Yiddish setting	1-7-5-2
3	Separate English setting	1-7-5-3
4	Separate French setting	1-7-5-4
5	Separate Spanish setting	1-7-5-5
6	Separate German setting	1-7-5-6
#	Outgoing-mail announcement that a message has not been read yet An individual setting that hides only the automatic negative announcement. The system still announces when the message has been read, and manual status checking with key 9 remains available	1-7-#
9	Menu between messages ▾ Choose what happens after each message in extension 1	1-9
1	Standard behavior No menu between messages, with a menu once every ten messages	1-9-1
2	Menu after every message	1-9-2
3	No menu between messages	1-9-3
2	Personal identification	
	Read sender ID – name, email address, number of words sent from this address	
3	Notifications ▾	
1	Central alert menu ▾ Global on/off, one-time silence by hours or days, fixed hours, and day/hour silencing	3-1

1	Always on or global off	3-1-1
2	One-time silence from now Choose a number of hours or a number of days	3-1-2
3	Fixed alert hours or personal recurring timer	3-1-3
4	Silence alerts by fixed days and selected hours	3-1-4
5	Set black/white list mode	3-5
6	Receive notification for messages arriving to categories	3-6
7	Set ring length	3-7
8	Alert quiet hours and system lockout hours ▾	3-8
1	Set alert quiet hours by days and hours	3-8-1
2	Set hours when the system cannot be called ▾	3-8-2
1	Set fixed system lockout hours	3-8-2-1
2	Lock the system while alerts are off	3-8-2-2
3	Disable system lockout hours	3-8-2-3
4	One-time system lockout	3-8-2-4
4	Listening and routing settings ▾ Direct entry to inbox, entry announcement, message preview, and navigation between email subjects	
1	Direct entry to inbox when there are new messages	4-1
2	Configure navigation keys Set the skip units of the navigation keys in the message body, in regular attachments, and in audio files	4-2
8	Move directly between email subjects Turn on or off a personal mode where keys 2 and 3 move between subjects instead of presenting every message in a thread as a separate item. Key 7 opens only the earlier messages in the thread, without repeating the message just heard or including later replies. Inside the thread, the date and message number are not announced automatically; press 9 then 6 to hear the date	4-8
5	Detailed entry announcement settings	4-5
6	Message preview on system entry When new messages exist in both connected mailboxes and the virtual mailbox, each channel is counted separately while the preview includes messages from both	4-6
5	Set and change password for system entry	
6	Email signature ▾ Permanent settings are under 9 then 6. Before sending, key 6 opens a menu: 1 for prepared replies and 2 for signature management. If no personal signature exists, one can be created and used only for that message, saved for the current mailbox, or saved for all mailboxes. The system signature and referral-code line can also be added or removed for that message only	
1	Enable or disable the system signature on outgoing emails The signature adds a Sent via Virtual Mail line at the bottom of the email	6-1

2	Add a saved personal signature Up to nine personal signatures can be saved	6-2
3	Listen to a saved personal signature	6-3
4	Delete a saved personal signature	6-4
5	Explanation of signature types	6-5
6	Enable or disable the connected Gmail signature Available when the connected account has a signature	6-6
7	Show or hide the referral code inside the system signature Appears only for clients who have a referral code. When disabled, the regular Virtual Mail signature remains without the referral number	6-7
8	Choose a global default or a default per mailbox Use one signature for every mailbox or a different signature for each mailbox. Before sending, press 6 then 2 to use the configured signature, choose another, create one when none is saved, or change signatures for that message only	6-8
7	Set typing language	
8	Fax settings ▾	
During fax sending: 2	Select one or several page ranges 8-During fax sending: 2 For one range, enter first page, star, last page, and pound. For several ranges, press star twice between ranges; for example, 1*4**8*9# sends pages 1 through 4 followed by pages 8 through 9	
0	Track and cancel live fax sending 8-0 Hear faxes currently sending or waiting in the queue, including destination, status, and pages sent; if no fax is active the system says there are currently no live faxes	
1	Default settings & saved fax numbers book for sending ▾ 8-1 Original format or text: ask each time, or always use clean text, original basic, or original advanced. Also includes quality, header, and other fax defaults. Pressing 1 opens the fax numbers book. Pressing 8 opens cost confirmation, result notification, call-attempt, and document-measurement settings.	
1	Fax numbers book 8-1-1 Save and manage multiple fax numbers. Each can have a short code (speed dial) and/or a free name. A fax machine extension can also be saved by entering the main number, star, and the extension. Options: add a number, edit/delete, and set the default number. When sending a fax these numbers are offered for selection, together with recently sent numbers. (Client 0556732726 via Yitzhak, 22/06/2026; extension support requested by Aaron Federweis, 16/07/2026)	
8	Confirmations, notifications, call attempts, and document measurement 8-1-8 ▾ Control cost confirmation, fax result notifications, the number of call attempts, and black coverage measurement for outgoing faxes	
1	Cost confirmation before sending 8-1-8-1 Choose whether the system asks for cost confirmation before every fax	
2	Fax result notifications 8-1-8-2 Choose failed-fax notifications and successful-delivery confirmations separately	

3	Number of call attempts Choose one to five total attempts when the line is busy or the fax does not go through	8-1-8-3
4	Document black coverage Enable or disable announcing the black percentage and black-dot count for every page before each fax; disabled by default. Press 0 in the sending menu at any time to hear the same measurement manually	8-1-8-4
9	Fax route and automatic fallback ▼ Choose the default fax route, test route availability, and control automatic fallback after all call attempts on the current route fail without sending any page	8-1-9
1	Choose the default fax route	8-1-9-1
2	Test fax route availability	8-1-9-2
3	Automatic fallback between fax routes ▼	8-1-9-3
1	Switch to an equal- or lower-priced route Default	8-1-9-3-1
2	Also switch to a higher-priced route	8-1-9-3-2
3	Never switch to another route	8-1-9-3-3
2	Successful sent faxes history Hear details of successful faxes from the last two days across all ICALL applications, including the application that sent each fax	8-2
3	Resend failed faxes Includes choosing the pages to resend, selecting the White route with key 7, Pink with key 8, or Orange with key 9, and sending to a different fax number	8-3
4	Fax to email settings ▼ All fax-to-email settings in one menu: register number, hear and delete numbers, header, transcription, and history	8-4
0	History of faxes received by email Hear details of faxes received by email during the last month: date, sender number, and page count	8-4-0
1	Register fax number for fax-to-email service	8-4-1
2	Hear registered numbers and delete	8-4-2
3	Show or hide fax header	8-4-3
4	Fax transcription mode Set fax transcription style: in a separate message, in the same message, blocked, or permanently blocked	8-4-4
5	Telephone-fax receiving settings Enable or disable receiving documents to a fax machine through telephone-fax, set a personal code, and register the fax number used for calling	8-5
8	Automatic email-to-fax sending	8-8
9	Monthly billing and fax sending report ▼ Fax summary and report menu	8-9
1	Hear the total faxes sent this month	8-9-1

2	Receive fax report Choose a month from the last six months and receive the report by mail, fax, or both	8-9-2
9	Permissions and access from another phone ▾	
1	Set or delete a permanent password	9-1
2	Enable or block a one-time code by email	9-2
3	Block all access from another phone	9-3
4	Access with the card's last four digits and expiration	9-4
5	Hear, add, or disconnect authorized phones ▾	9-5
1	Add an authorized phone, up to four	9-5-1
2	Disconnect a phone and remove its access	9-5-2
3	Set the alert-call destination	9-5-3
6	Set the alert-call destination	9-6
7	Connect to another account	9-7
8	Explanation of access from another phone	9-8
9	Manage saved connections from other phones Choose whether every call plays the account list, enters directly with a short star-key option to choose another linked account, or enters directly and silently. A one-time account choice leaves the default unchanged, while the chosen account can also be saved as the permanent default.	9-9
#	Additional settings ▾	
1	Service blocking menu ▾	#-1
1	Block automatic replies	#-1-1
2	Block image description	#-1-2
3	Block free search	#-1-3
4	Fax transcription mode Set fax transcription style: in a separate message, in the same message, blocked, or permanently blocked	#-1-4
5	Block professional writing	#-1-5
6	Check for errors before sending	#-1-6
7	Block advanced transcription	#-1-7
#	Block all services at once	#-1-#
2	Smiley shortcut settings ▾	#-2
1	Select preferred smiley	#-2-1
2	Select action after adding smiley	#-2-2
3	Disable smiley shortcut	#-2-3

4	Select smiley quantity	#-2-4
3	Manage auto-reply Manage, disable, and configure auto-reply for incoming emails, including attaching files	#-3
4	Manage ready replies ▾	#-4
1-5	Ready templates 1 to 5	#-4-1-5
6-9	Ready templates 6 to 9	#-4-6-9
#	Listen to all templates	#-4-#
0	Delete template	#-4-0
5	Receive email history report Report can be requested by inbox, sender, or from search results	#-5
6	Custom keyboard mapping ▾	#-6
0-9	Assign key	#-6-0-9
#	Reset all mapping to default	#-6-#

1 Transfer to human response (representative)

Human response hours: Sunday-Thursday 19:30-22:30

2 Leave message, bug or improvement ▼**8 Report a critical failure** The system is not working or missed-call alerts are not received **2-8****1 Leave a voice message for the agent ▼** **2-1**# Record message **2-1-#****9 Settings for receiving replies and announcements ▼** **2-1-9****1 Enable/disable receiving the reply by email** **2-1-9-1****2 Enable/disable announcement on entry when there is a new message** **2-1-9-2****2 Report a technical bug** **2-2****3 Suggest an improvement or new idea** **2-3****3 Listen to messages left for you by the support team****4 Frequently asked questions** Common questions and answers about the system**# Communities ▼**

Linked customers contact their representative; unlinked customers register by code, list or name search

1 Linked: call representative; unlinked: enter community code #-1**2 Linked: leave a message; unlinked: choose from the community list** #-2**3 Linked: hear the conversation; unlinked: search for a community by name** #-3**55 Community messages and message to your representative ▼**

Shown for customers linked to a community

1 Listen to messages left for you by the community 55-1**2 Leave a message for your community representative** 55-2**7 Temporarily allow support into your mailbox**

Opens support-agent access to your mailbox for two hours, only after your explicit approval

6 Apply to help with support Voice questionnaire for experienced users who know the system well

Shown only to long-standing high-usage customers who have not already applied

8 Tips and usage hints ▼**1 Listen to tips from newest to oldest** 8-1**2 Receive the tips list by email** 8-2**3 Receive the tips list by fax** 8-3**4 Turn tip playback at system entry on or off** 8-4

9 News and system updates ▾		
1	Listen to updates ▾	9-1
1	Listen again	9-1-1
2	Previous update	9-1-2
3	Next update	9-1-3
4	Save the current update or remove it from saved updates	9-1-4
7	Slower playback	9-1-7
9	Faster playback	9-1-9
#	Skip	9-1-#
*	Return to the updates menu	9-1-*
2	Receive the updates list by email ▾	9-2
1	Latest 30 updates	9-2-1
2	Latest 50 updates	9-2-2
3	Latest 100 updates	9-2-3
4	All updates	9-2-4
5	Updates since the last list sent successfully	9-2-5
6	Updates from the last day	9-2-6
7	Updates from the last week	9-2-7
8	Updates from the last month	9-2-8
9	Choose a number of days	9-2-9
0	Choose a start date	9-2-0
*	Return	9-2-*
3	Receive the updates list by fax ▾	9-3
1	Latest 30 updates	9-3-1
2	Latest 50 updates	9-3-2
3	Latest 100 updates	9-3-3
4	All updates	9-3-4
5	Updates since the last list sent successfully	9-3-5
6	Updates from the last day	9-3-6
7	Updates from the last week	9-3-7
8	Updates from the last month	9-3-8
9	Choose a number of days	9-3-9
0	Choose a start date	9-3-0

*	Return	9-3-*
4	Turn weekly updates by email on or off	9-4
5	Configure update playback at system entry Weekly / instant / off	9-5
6	Listen to updates by topic ▾	9-6
1	Mail and messages	9-6-1
2	Writing, sending and contacts	9-6-2
3	Files and documents	9-6-3
4	Faxes	9-6-4
5	Settings and use	9-6-5
6	Other services	9-6-6
7	Listen to saved updates From the entry menu; during update playback key 7 slows the playback speed	9-7
*	Return to main menu	9-*

ICALL applications – Voice diary

Direct number 073-388-6659

1

Add a new task

Say or type the task, then press pound; the tone follows the short instruction immediately

3

Listen to today's tasks

4

Listen to tasks by period

9

Alarm clock with a math question

Choose the time, once or daily, and three, five or ten attempts; the call repeats every minute until the correct answer

During

Actions available while listening ▾

task

playback

#

Stop the recording and hear the options immediately

During task playback-#

4

Edit the task by voice or keypad

During task playback-4

5

Delete the task

During task playback-5

6

Mark the task as done

During task playback-6

7

Postpone the task to tomorrow

During task playback-7

VIRTUAL MAIL
Email on phone



email36.com

Call the system

ISRAEL

(+972) 79-580-9090

UK

(+44) 333 006 7728

USA

(+1) 605-313-6626