

# 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>
<b>Global blacklist toggle</b>	Opt-in or opt-out of the general system spam filtering	<b>499</b>

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

<b>Play from the beginning / Skip to message body</b> <i>.Pressing during playing sender/subject – skips to message body * Pressing during playing message body – returns to the beginning of the message **</i>	<b>1</b>
<b>Next message</b> Go to newer message	<b>2</b>
<b>Previous message</b> Go to older message	<b>3</b>
▼ <b>Delete message</b>	<b>4</b>
Delete only from phone	<b>1</b>
Delete also from Gmail on computer	<b>2</b>
▼ <b>Reply</b> Send reply to sender <i>:For message with additional recipients/group</i>	<b>5</b>
Reply only to sender	<b>1</b>
Reply to all	<b>2</b>
Listen to recipient addresses [not in group]	<b>3</b>
Reply to all and go directly to writing the message	<b>#</b>
▼ <b>Forward</b> Forward the message to another address	<b>6</b>
Forward with sender details	<b>1</b>
Forward without sender details	<b>2</b>
<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 :When there is a thread</i>	<b>7</b>
Repeat current message in thread	<b>1</b>
Next message in thread (newer)	<b>2</b>
Previous message in thread (older)	<b>3</b>
Listen in secondary language	<b>0</b>
Return to message menu	<b>*</b>
▼ <b>Attachments</b> Listen to and manage attachments	<b>8</b>
Repeat file details playback File name and file type	<b>1</b>
Previous file	<b>2</b>
Next file	<b>3</b>
Save file to File Cloud <i>After saving the file – option to edit file name</i>	<b>4</b>
▼ <b>In PDF or Word files</b> Press page number	<b>5</b>
Listen to file content ↳ <i>Pressing # during playback of file content navigation menu: speed, skip paragraphs</i>	<b>#</b>
Smart analysis of the whole document ↳ <i>Available for a full PDF file; not just one page</i>	<b>*0</b>
Smart analysis of each page separately in sequence ↳ <i>Available for a full PDF file up to 30 pages</i>	<b>*00</b>
Listen to advanced description and analysis of the file ↳ <i>In image files – Listen to advanced description and analysis of the file</i>	<b>*</b>
▼ <b>In MP3 audio files</b>	

:Navigation menu in audio files

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
Normal speed ↵	8
Speed up ↵	9
Send file by email	6
Listen to translated file	7
▼ Audio transcription menu	#
Verbatim transcript ↵	1
Dialogue transcript ↵	2
Short summary ↵	3
Edited and polished transcript ↵	4
▼ Send file by fax <i>Requires an active credit card, except during trial</i>	8
Send the fax ↵	#
Listen to sending settings ↵	0
Set fax number to send to ↵	1
Select pages to send Option to select specific pages from the file ↵	2
Set sending quality ↵ <i>Low quality-less sending time 1</i> <i>High quality-more sending time 2</i>	3
Set fax color ↵ <i>Send in black and white 1</i> <i>Try in color, if device doesn't support-sends in black and white 2</i> <i>Sends in color-if device doesn't support-sending will fail 3</i> <i>Attention! Sending in color costs 4 times more than black and white</i>	4
Set sending rate ↵ <i>Choose from 1 (slow -more sending time) to 9 (faster-less sending time-doesn't work on all fax machines)</i>	5
Combine several pages into one page ↵ <i>Combine 2 pages per page left to right 1</i> <i>Combine 4 pages per page left to right 2</i> <i>Combine 8 pages per page left to right 3</i> <i>Combine 2 pages per page right to left 4</i> <i>Combine 4 pages per page right to left 5</i> <i>Combine 8 pages per page right to left 6</i> <i>Send as booklet left to right 7</i> <i>Send as booklet right to left 8</i>	6
Listen to file in secondary language <i>[To set secondary language, enter extension 9731 from main menu]</i>	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
▼ Spell message body ↵ <i># Select line to spell then</i>	4
Spell whole email –	#
▼ Black / white list	5
Add to black list Block address from playing messages / Unblock ↵	1
Add to black list Block only from receiving notifications / Unblock ↵	2
In mailing lists Unsubscribe from mailing list ↵	3
Delete all messages sent from this address ↵	4
Add address to white list/Remove address ↵	6
Save to favorites <i>Messages saved to favorites can be heard at extension 5&gt;0 from the main menu</i>	6
Receive email as text message <i>Available only to subscribers with text message service</i>	7
▼ Send message and files to fax <i>Requires an active credit card, except during trial</i>	8
Send to fax only the email body ↵	1
Email body + attachments ↵	2
Only attachments ↵ <i>Submenu – original design, quality, and all fax sending settings</i>	3
Reply wording suggestions (in Inbox) / Sending status (in Outbox)	9
▼ Extract email addresses from message body (in Inbox only)	0
Save address to Address Book ↵	1
Send message to this address ↵	2
When there are multiple addresses Browse between addresses ↵	3
Remove message from spam/trash	#
▼ Navigate in paragraphs	0
Previous paragraph	1
Pause Press any key to continue	2/5
Next paragraph	3
paragraphs back 3	4
paragraphs forward 3	6
Slow reading	7
Normal speed	8
Speed up reading	9
Listen to message in secondary language <i>[To set secondary language, enter extension 9&gt;7&gt;1&gt;3 from main menu]</i>	0
Listen to navigation menu	#
Return to email	*
▼ Tools and skips <i>Phone keypad layout: Left=back, Right=forward</i>	#

Skip a day back <i>Each additional press adds a day</i>	1
Skip 10 messages back	2
Skip a day forward <i>Each additional press adds a day</i>	3
Skip a week back <i>Each additional press adds a week</i>	4
Return to where you stopped in last call in current folder (outbox/inbox)	5
Skip a week forward <i>Each additional press adds a week</i>	6
Skip a month back <i>Each additional press adds a month</i>	7
Skip 10 messages forward	8
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 ↳ <i>:Search results</i>	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
Listen to explanation #* Or press direct dial then ▼ Step 2 – Writing the subject	#<0
Finish writing subject	#
Write subject in another language ▼ Step 3 – Typing message content	#<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 ▼ Step 4 – Confirmation and sending menu	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>Add file to message from File Cloud or Inbox</b>	<b>5</b>
Add file from File Cloud Search in folders, # to confirm and attach	5
Attach file from Inbox Message browsing menu	0
<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>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	*

## Extension 4 – Address Book

<b>Create new contact</b>	<b>1</b>
<i>Enter address ← Record name ← Choose direct number or # to skip</i>	
<b>Search contacts in Hebrew</b>	<b>2</b>
<b>Search contacts in English</b>	<b>3</b>
<b>▼ Listen to contact list</b>	<b>4</b>
Listen again	<b>1</b>
Next contact	<b>2</b>
Previous contact	<b>3</b>
Listen to address	<b>4</b>
Send email to this contact	<b>5</b>
Set direct number	<b>6</b>
Edit contact name	<b>7</b>
Delete contact	<b>8</b>
Send this contact's address to another email	<b>9</b>
<b>Scan inbox and import addresses</b>	<b>5</b>
<b>Delete entire Address Book</b>	<b>6</b>
<b>Set contact saving</b>	<b>7</b>
<b>Set automatic contact saving</b>	<b>8</b>
<b>▼ Manage recipient groups</b>	<b>#</b>
Create new group	<b>1</b>
<b>▼ Browse existing groups</b>	<b>2</b>
Replay current group ↳	<b>1</b>
Previous group ↳	<b>2</b>
Next group ↳	<b>3</b>
Listen to group recipients ↳	<b>4</b>
Add recipient to group ↳	<b>5</b>
Remove recipient from group ↳	<b>6</b>
Delete group ↳	<b>8</b>
Return to group menu ↳	<b>*</b>
Return to Address Book	<b>* (circled)</b>
<b>Manage black and white list and filters</b>	<b>9</b>
<b>Receive address book by email</b>	<b>0</b>
<b>Return to main menu</b>	<b>*</b>

## Extension 5 – File Cloud

▼ <b>Browse folders and files</b>	<b>1</b>
Listen to file/open folder	<b>1</b>
Next file/folder	<b>2</b>
Previous file/folder	<b>3</b>
Delete file/Rename	<b>4</b>
Send file by email	<b>6</b>
Listen to translated file	<b>7</b>
Send file to fax <i>Requires an active credit card, except during trial</i>	<b>8</b>
Listen to file size and save date	<b>9</b>
Create new folder	<b>0</b>
▼ <b>Search file</b>	<b>2</b>
Search by name	<b>1</b>
Search by type	<b>2</b>
Search by size	<b>3</b>
Search by date	<b>4</b>
▼ <b>Email drafts</b> <i>When leaving draft editing with star, the system returns to the drafts menu</i>	<b>#</b>
Search by draft number	<b>1</b>
Browse drafts	<b>2</b>
<b>Favorites</b> Listen to saved messages	<b>0</b>
<b>Return to main menu</b>	<b>*</b>

## Extension 6 – Referral Program

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

## Extension 7 – Subscription Management

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

## 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>
<b>Receive line map to email/fax</b>	<b>6</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

<b>Guided settings wizard</b>	<b>0</b>
<b>Connect email account</b>	<b>1</b>
<b>Personal identification</b>	<b>2</b>
<i>Read sender ID – name, email address, number of words sent from this address</i>	
<b>▼ Notifications</b>	<b>3</b>
Notification mode setting menu/notification receiving hours	<b>1</b>
Set black/white list mode	<b>5</b>
Receive notification for messages arriving to categories	<b>6</b>
Set ring length	<b>7</b>
<b>Listening and routing settings</b> Direct entry to inbox, entry announcement, message preview, web-read ▼ tracking	<b>4</b>
Direct entry to inbox when there are new messages	<b>1</b>
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	<b>4</b>
Detailed entry announcement settings	<b>5</b>
Message preview on system entry	<b>6</b>
<b>Set and change password for system entry</b>	<b>5</b>
<b>Email signature</b> <i>'At the bottom of every email sent from the system will appear 'Sent via Virtual Mail system</i>	<b>6</b>
<b>Set typing language</b>	<b>7</b>
<b>▼ Fax settings</b>	<b>8</b>
Default settings for sending faxes Design, quality, header	<b>1</b>
Resend failed faxes Includes sending to a different fax number	<b>3</b>
Register fax number for fax-to-email service	<b>4</b>
Listen to registered numbers	<b>5</b>
Automatic fax service Send incoming emails to fax, including reuse of the default number from extension 981, filtering, and quiet hours <i>Requires an active credit card, except during trial</i>	<b>8</b>
<b>▼ Monthly billing and fax sending report</b> Fax summary and report menu	<b>9</b>
Hear the total faxes sent this month ↵	<b>1</b>
Receive fax report Choose a month from the last six months and receive the report by mail, fax, or both ↵	<b>2</b>
<b>▼ Tracking / Remote access</b>	<b>9</b>
Add authorized number	<b>1</b>
Remove number	<b>2</b>
Listen to list	<b>3</b>
Set entry by pressing 4 credit card digits and expiration	<b>4</b>
Enter phone number to connect without needing to press password	<b>5</b>
<b>▼ Additional settings</b>	<b>#</b>
Block image description and automatic replies	<b>1</b>

▼ Set email reading mode	2
Set email reading mode ↵	1
Manage connected emails Turn off/ring ↵	2
Set direct entry to all emails / specific email / play menu ↵	3
Set emails as read in Gmail ↵	4
Set email categories ↵ <i>modes: Direct entry / Selection menu / Main only 3</i>	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	5
Expert mode Short messages	6
Manage new functions	7
Set sending email to additional recipient	9
Set upgraded subject writing	0

## Extension # – Support

<b>Transfer to human response (representative)</b> <i>Human response hours: Sunday-Thursday 19:30-22:30</i>	1
▼ <b>Leave message for support</b>	2
Report an issue	1
Request improvement	2
General question	3
Help using email	4
<b>Listen to messages left for you by the support team</b>	3
<b>Frequently asked questions</b> Common questions and answers about the system	4
▼ <b>Tips and usage hints</b>	8
Listen to tips from newest to oldest	1
Receive the tips list by email	2
Receive the tips list by fax	3
Turn tip playback at system entry on or off	4
▼ <b>News and system updates</b>	9
Listen again	1
Previous update	2
Next update	3
Skip	#
Return to main menu	*

