SMS Using Jingl

JINGL's hosted IP-PBX allows customers to send SMS (text) messages from their Jingl Admin portal or via email-to-SMS. Incoming "reply" SMS messages are delivered via email to the person who sent the original message.

Customers can also rent a "dedicated" SMS number, which can be used both to "send" messages from, and also to "receive" incoming SMS-to-email messages. In addition, customers have the option of obtaining an "alphatag" number, to be used when sending SMS messages – NOTE that messages sent using an "alphatag" cannot be replied to by recipients – this service is intended for 1-way communications only, such as sales/marketing messages.

Send SMS (Outbound) via Jingl Admin portal

You can compose and send an SMS message, up to 1000 characters long, from your Jingl Admin portal.

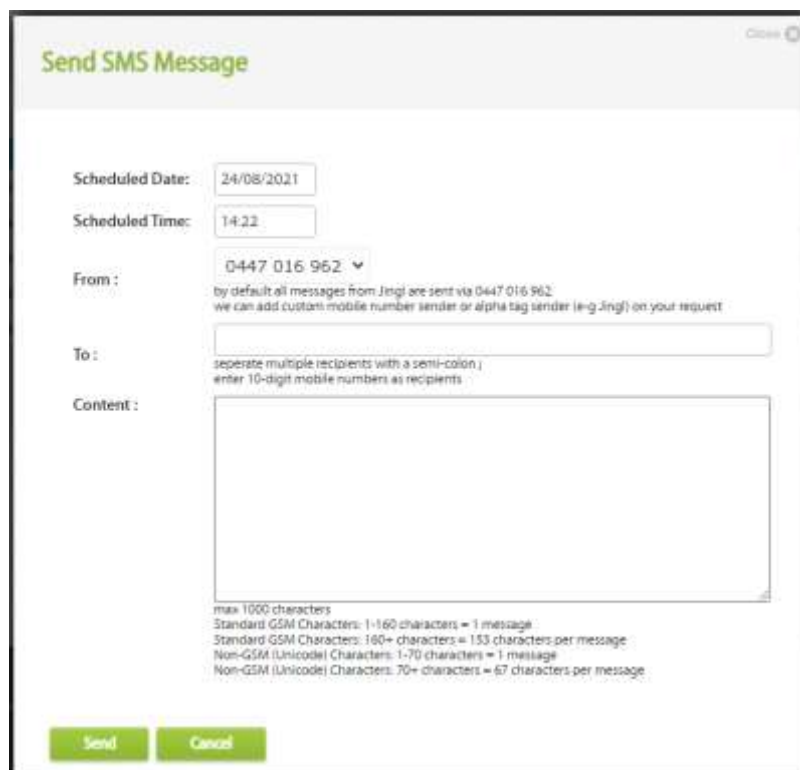Logon to your Jingl Admin portal, and navigate to "Mobile Message".

Click the button on the right of the screen.

The Send SMS Message ("compose") panel will display:

Head Office:
Suite 359, Level 2, 66 Victor Crescent,
Narre Warren Victoria 3805   Australia

1300 0 JINGL
1 3 0 0   0   5 4 6 4 5

www.jingl.com.au

Change the "Scheduled Date" and/or "Scheduled Time" fields, if you don't want to send the message immediately.

NOTE that, by default, all messages from Jingl are sent via 0447 016 962. If you would prefer, Jingl can add a custom (dedicated) mobile number sender or alphatag sender, such as "ABC-Co", at your request. Alphatags can be up to 11 characters long, and must start with an alphabetic character – the remaining 10 characters can be alphabetic or numeric, but alphatags cannot contain spaces. Please contact Jingl Support on support@jingl.com.au or 1300 0 JINGL (54645) for more information.

It is also possible for Jingl to allow customers to use their own "personal" mobile number (ie. not a "dedicated" number) as the sender – however, any replies will "bypass" Jingl altogether, and will arrive on the mobile device containing the SIM card associated with the number.
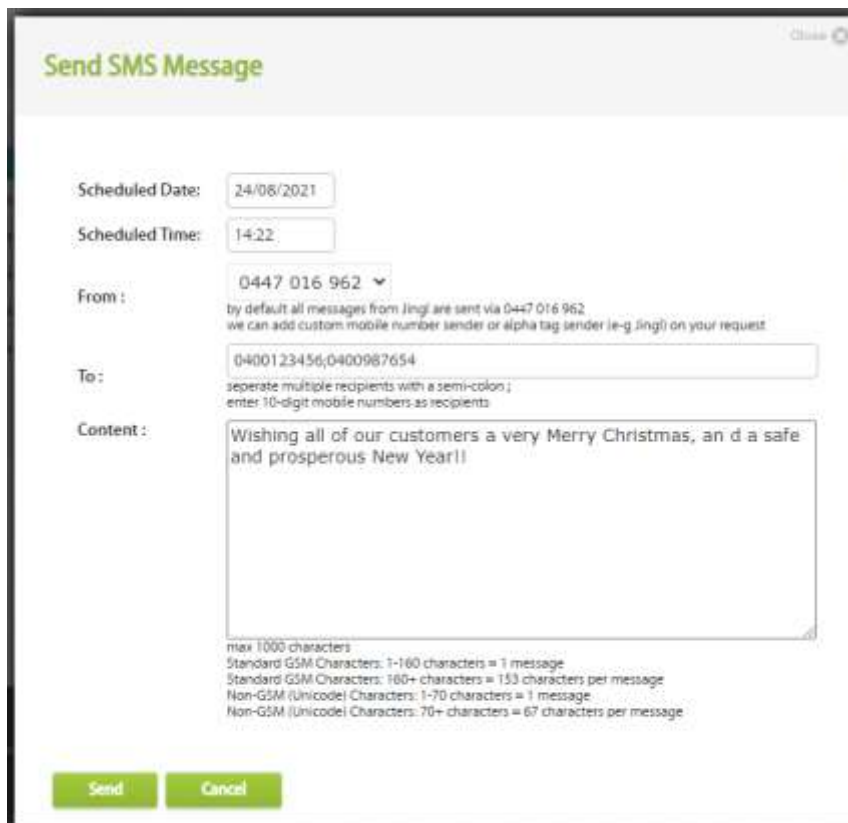
Enter the mobile phone number(s) that you want to send your message to, separated by a semi-colon (;) – the mobile phone numbers should be in the standard 10-digit format, ie. 0400123456.

Enter the text to be sent – up to a maximum of 1000 characters. Messages are sent in one, or more, message units, depending on the total number of characters in the message – message units are defined as:

- Standard GSM Characters: 1-160 characters = 1 message unit
- Standard GSM Characters: 160+ characters = 153 characters per message unit
- Non-GSM (Unicode) Characters: 1-70 characters = 1 message unit
- Non-GSM (Unicode) Characters: 70+ characters = 67 characters per message unit

For example, if your message uses Standard GSM characters, and is 185 characters long, this will be sent as two (2) linked messages (the first one containing 153 characters, and the second one containing the remaining 32 characters). If your message is 185 characters long and contains Non-GSM (Unicode) characters, this will be sent as three (3) linked messages (the first two linked messages containing 67 characters each, and the third containing the remaining 51 characters.)

Here is an example of a message, being sent to two (2) different mobile numbers:

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When you have finished composing your message, click Send. The screen will briefly display "Message sent successfully".

Information about the message will display in the Outbox – similar to the following:

And this is what the message looks like when it arrives at its destination:

Send SMS (Outbound) via email

Alternatively, you can compose and send an SMS message, with the same character limitations, via Jingl's email-to-SMS feature.

Create an email.

Enter the mobile number that you want to send the message to, followed by @sms.jingl.com.au, for example 0400123456@sms.jingl.com.au.

You can enter more than one mobile number "address", by separating them with a semi-colon, for example 0400123456@sms.jingl.com.au;0400987654@sms.jingl.com.au.

Enter a "Subject" for the email – this text will NOT be sent as part of the message, but many email programs mandate that the "Subject" field contain something.

In the "Body" of the email, enter the text/characters that you want to send in the message. It is recommended that you completely delete any "signature" block, or indicate the end of your message by using the delimiter {end}, as in the example below.
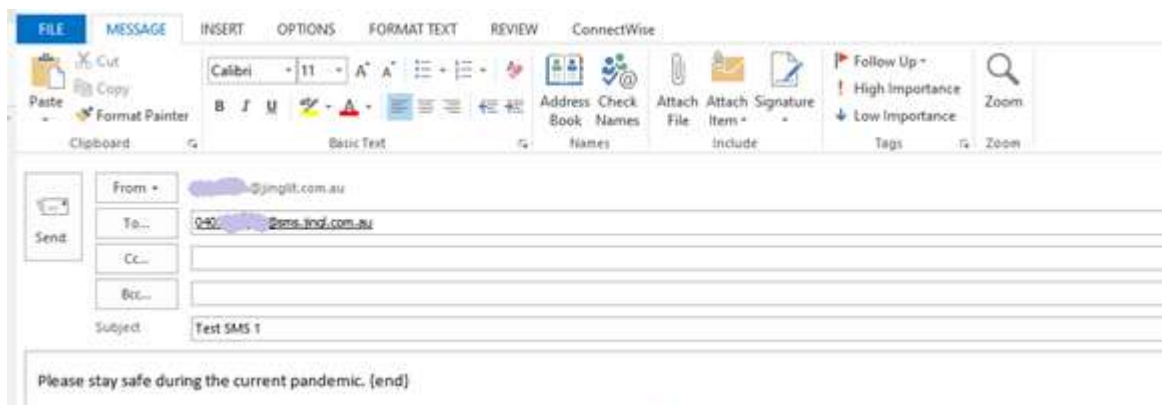
Here's the resulting message:

If you are renting a dedicated mobile number from Jingl and/or an alphatag, you can include this in the address (ie. "To") field, to override the use of the default Jingl sending number (ie. +61447016962).
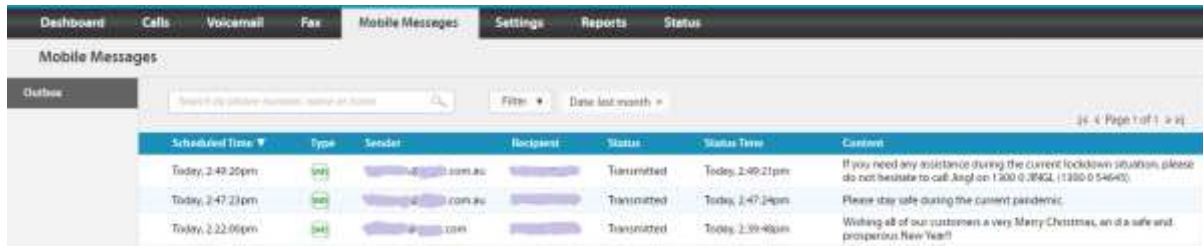
To do this, include the # symbol in the address – the characters to the left of the # symbol are the recipient's mobile, and the characters to the right of the # symbol are the sending number/alphatag. For example: 0400123456#Jingl@sms.jingl.com.au, where "Jingl" is an alphatag; or 0400123456#0400987654@sms.jingl.com.au, where "0400987654" is your dedicated sending number.
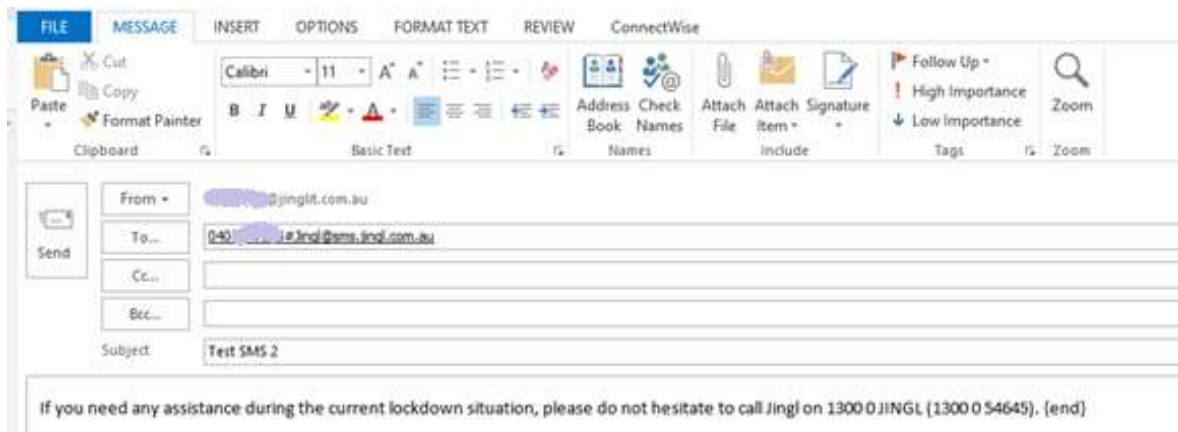
Here's an example of what the above message looks like when it arrives on the recipient's mobile phone – note that the message has come from "Jingl":
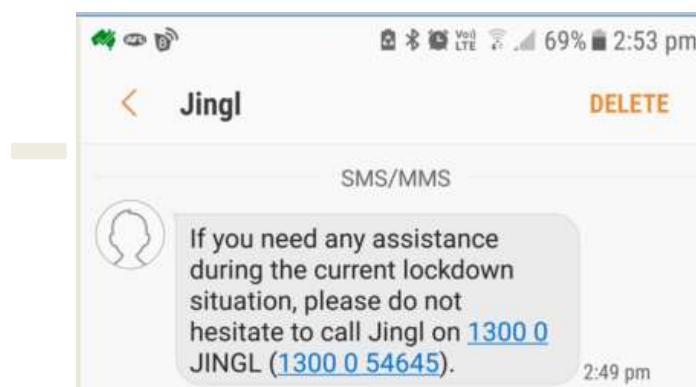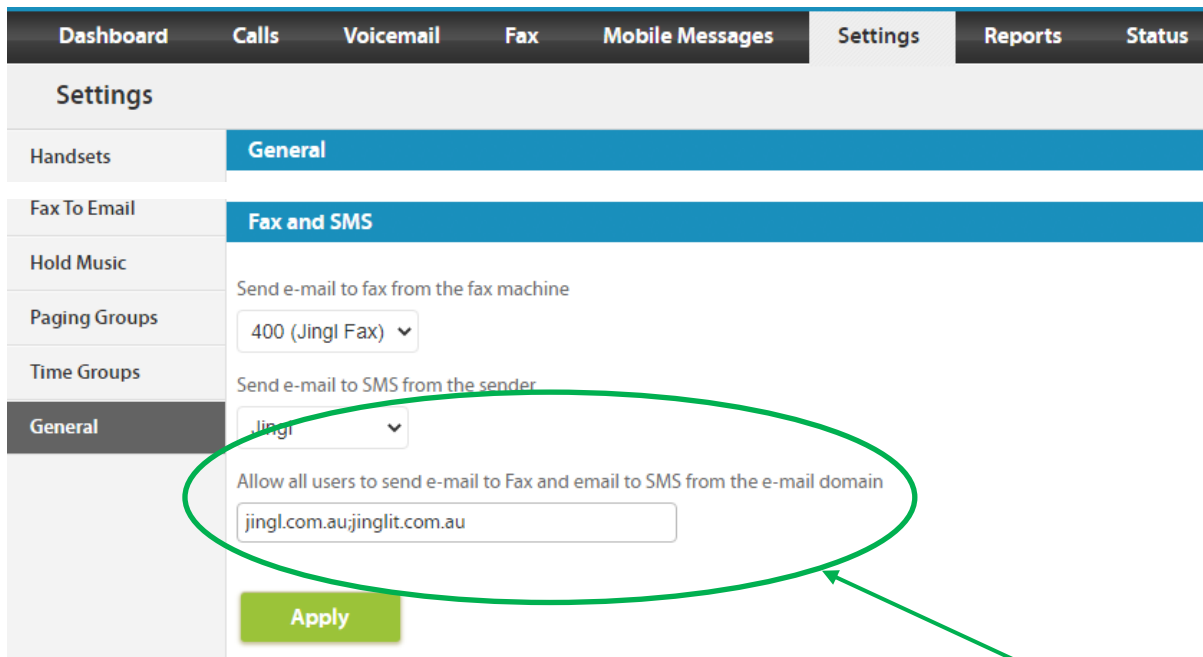
Each time you send a message, whether from the Jingl Admin Portal, or via email-to-SMS, the "Mobile Messages" Outbox on the portal will be updated.

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NOTE that, by default, email-to-SMS is only available to people who are "users" of your Jingl account. However, you can "open up" the use of email-to-SMS to ALL of the members of your email domain, by "whitelisting" the domain name in your Jingl account. To do this:

Navigate to Settings | General | Fax and SMS.

Add the email domain(s), separating each email domain with a semi-colon, as shown above.

Click Apply.

Receive SMS

Messages sent from the default Jingl SMS number (0447 016 962), can be replied to – the reply will be sent as an email to the Jingl account holder who sent the original message.

Here's an example of a message that was replied to by the recipient:

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Narre Warren Victoria 3805   Australia

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1 3 0 0   0   5 4 6 4 5

www.jingl.com.au

And an example of the resulting email:
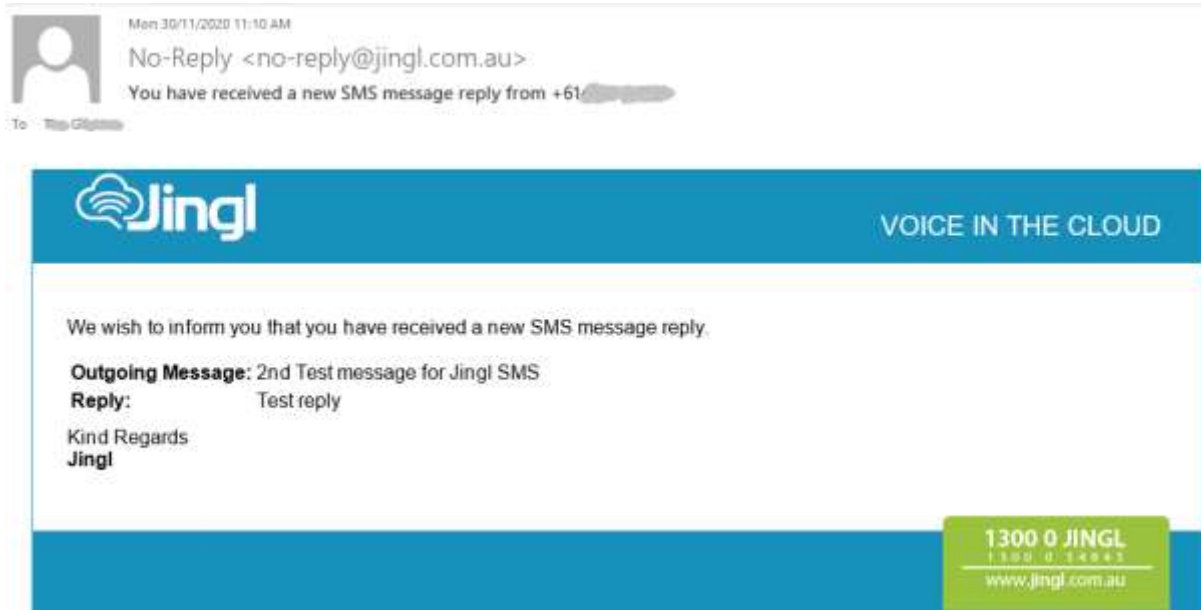
IMPORTANT: If you want your customers to be able to SEND SMS/text messages directly to your business, rather than just reply to ones you send to them, then you MUST have a "dedicated" SMS number associated with your Jingl account subscription. Please contact Jingl Support on support@jingl.com.au or 1300 0 JINGL (54645) for more information.

Reporting

SMS/text messages sent via Jingl are saved for historical reporting purposes. You can use all the standard Jingl "filters" to look at past messages sent – here's an example:

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