

FREQUENTLY ASKED QUESTIONS

Why does Instant GSM socket cost so much compared to a WIFI socket?

At first glance, Instant GSM socket seems to be much more expensive than a WIFI socket, but if compared, it can be seen that the WIFI socket requires the purchase of a router as well as a continuous Internet subscription. If one adds up what all this will cost over 5 years (the price of the Instant GSM outlet includes 5 years of Internet service), one can see how favourable the price of Instant GSM Socket is.

Where should Instant GSM socket be used?

We recommend the usage of Instant GSM socket primarily for places where there is no continuous Internet connection. An example is a holiday home, since one does not stay there as a way of life, so usually not even TV or Internet service is paid there.

How much does a SIM card cost?

The permanently installed international SIM card is part of the Instant GSM socket is, which includes a 5-year Internet service. This way, there is no need to buy a separate SIM card or top up the required annual balance.

How to insert the SIM card into the socket?

The SIM card is inserted into the Instant GSM socket, so there are no additional steps to be taken from customer side.

What SIM card does the Instant GSM socket use?

International SIM card is used, so it operates in roaming service in Hungary. This means that in the given area - where the outlet was put into operation – it always chooses the network of the mobile service provider that provides the best possible performance and reception to provide seamless Internet (GPRS) communication.

What happens when the 5-year Internet service expires?

It is possible to extend the subscription for another 5 years via the webshop at any point in time. The extension will cost only HUF 8,000 which ensures the Internet service of the SIM card in the socket for another 5 years. After paying the amount of the extension, we will automatically activate the extension of the Internet service for another 5 years after the 5th year. The extension can even be requested right away when purchasing the outlet.

Can I check and test the product in person?

Yes, our reseller partners will be happy to show you how the product works. Please let us know which where you are located in Hungary via info@mohanet.com so that we can direct you to our nearest local reseller's shop.

Is there an application available in Hungarian?

Yes, we provide Hungarian iOS and Android applications for the socket, and there is a user manual also available in Hungarian.

Is there an application available in English?

Yes, we provide English iOS and Android applications for the socket, and there is a user manual also available in English.

Is there a monthly fee?

No, it is included in the package price.

Who can I contact if the socket is broken?

The Instant GSM socket must be delivered to our company's service centre (H-1152 Budapest, 7-9 Telek St.) in person or by post. Our colleagues will repair or replace the defective parts.

Why is it that sometimes I can't connect to the device even though I'm only a few meters away from it?

This can happen if several devices have been paired to the socket via Bluetooth and they are in the same room at the same time. In this case, the socket is connected to the person who was first detected in the room. Bluetooth speakers also work with this logic. In order to avoid a collision, it is recommended that one party temporarily pause the Bluetooth connection and connect to the socket via the Internet so that several people can use it in the same room at the same time.

I updated my smartphone's operating system (iOS, Android) and since then I can't connect to the device via Bluetooth for some reason.

In such a case, we recommend that you search for Bluetooth connections in the phone's settings menu and then remove the already paired device. After that, the socket must also be removed from the list in the GSM socket application (the latter is not always necessary). Then pair the devices again if they have been deleted from both lists.

If I plug it into the connector at home, does it also provide a WIFI signal?

Wifi connection is not possible at all, because Instant GSM socket has a GSM modem with an Internet SIM card, which is suitable for GPRS communication and not WIFI. In addition, we have also prepared the socket for Bluetooth communication, if need be to control it locally.