KooPhone

FAQs

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Huawei Cloud Computing Technologies Co., Ltd.

Address: Huawei Cloud Data Center Jiaoxinggong Road
             Qianzhong Avenue
             Gui'an New District
             Gui Zhou 550029
             People's Republic of China

Website: https://www.huaweicloud.com/intl/en-us/

Contents

1 Service Consulting

1.1 What Is KooPhone?

KooPhone is a user-friendly and secure cloud phone service oriented for government agencies, enterprises, and Internet customers. It integrates core technologies such as Arm server virtualization, audio/video codec, and real-time transmission. Furthermore, it introduces the rich application ecosystem of devices, providing cloud computing power and apps for more screen-connected devices. KooPhone features interaction and app and data security management. These features meet customers' requirements in various scenarios, such as mobile secure office, remote customer service, and gaming and entertainment.

1.2 What Are Regions and AZs?

A region and availability zone (AZ) identify the location of a data center. You can create resources in a specific region and AZ.

- Regions are divided based on geographical location and network latency. Public services, such as Elastic Cloud Server (ECS), Elastic Volume Service (EVS), Object Storage Service (OBS), Virtual Private Cloud (VPC), Elastic IP (EIP), and Image Management Service (IMS), are shared within the same region. Regions are classified into universal regions and dedicated regions. A universal region provides universal cloud services for common tenants. A dedicated region provides specific services for specific tenants.

- An AZ contains one or more physical data centers. Each AZ has independent cooling, fire extinguishing, moisture-proof, and electricity facilities. Within an AZ, computing, network, storage, and other resources are logically divided into multiple clusters. AZs within a region are interconnected using high-speed optical fibers to support cross-AZ high-availability systems.

1.3 How Long Does It Take to Provision a Purchased Cloud Phone?

It takes several minutes. If the cloud phone is not provisioned for a long time, contact customer service for technical support.

1.4 What OSs Does KooPhone Support on Clients and Cloud Phones?

KooPhone is a cloud phone SaaS that provides access clients and cloud phone instances. Currently, KooPhone provides the Android app. The Hypertext Markup Language 5 (HTML5) page is coming soon. Users access KooPhone using the app on non-iOS phones, or via the HTML5 page on all phones. Cloud phone instances can run Android and will support HarmonyOS in the future.

1.5 What Are the Differences Between KooPhone and CPH?

Cloud Phone Host (CPH) provides cloud servers with virtual phone functions. It focuses on providing computing, storage, and network resources required for running cloud phones. CPH allows you to access cloud phone servers using Android Debug Bridge (ADB) or Virtual Network Computing (VNC) from your device.

Based on the stable and reliable infrastructure as a service (IaaS) of CPH, KooPhone introduces the in-house device-cloud synergy engine, and device simulation, cloud device OS, and security management features to launch out-of-the-box cloud phone services for various industries. The 100 ms transmission latency and ultra-HD video ensure the experience in scenarios where cloud phones frequently interact with device screens. KooPhone is committed to building your second mobile phone on the cloud. KooPhone is sold by cloud phone. You can install the KooPhone app on your device to access and use cloud phones, or use cloud phones via an HTML5 page.

2 Purchase and Billing

2.1 How Do I Purchase Cloud Phones in Batches?

To purchase yearly/monthly cloud phones, sign in to the console and go to the purchase page. Configure the basic information, cloud phone name, required duration, and the number of cloud phones to be purchased, confirm the configuration, and complete the payment as prompted. For details, see **Cloud Phone Subscription**.

To purchase pay-per-use phones, sign in to the console and go to the purchase page. Configure the basic information, cloud phone name, and the number of cloud phones to be purchased, confirm the configuration, and submit the order. Prepayment is not required. For details, see **Cloud Phone Subscription**.

2.2 How Is KooPhone Billed?

KooPhone provides two billing modes: yearly/monthly and pay-per-use.

- Yearly/Monthly: You pay for a cloud phone before using it.
- Pay-per-use: Billing is calculated in seconds. You can create or delete a cloud phone at any time.

2.3 What Are the Differences Between Yearly/Monthly and Pay-per-Use Billing?

Yearly/Monthly

This prepaid mode is cost-effective for predictable and long-term usage.

Yearly/Monthly cloud phone usage:

A yearly/monthly cloud phone cannot be deleted. If it is no longer needed, unsubscribe from it by choosing **More** > **Unsubscribe** in the **Operation** column on the **Cloud Phone Instances** page.

Pay-per-Use

This mode is postpaid and charges you by second. You can create or delete a cloud phone at any time. The system generates a bill every hour and deducts fees from your account balance.

Pay-per-use cloud phone usage:

A pay-per-use cloud phone cannot be renewed or unsubscribed. To stop using it, choose **More** > **Delete** in the **Operation** column on the **Cloud Phone Instances** page.

3 Cloud Phone Usage

3.1 Does KooPhone Support Audio and Video Calls?

Yes. You can install real-time communication software on your cloud phone to make audio and video calls.

A cloud phone functions as your second mobile phone. You can play games and watch movies on this phone.

3.2 How Do I Sign In to the KooPhone App?

Step 1 Start the KooPhone app.

When you sign in for the first time, read and agree to the *Privacy Policy*, *User Agreement*, and *SDK Collection Checklist* before continuing to use cloud phones.

Step 2 Enter an account and password and obtain a verification code to sign in.

   ⬫ NOTE

   1. After the administrator creates a user account for you and assigns a cloud phone instance to you, you will receive an email indicating that the account is created. The email includes an account and password for sign-in.

   2. If you use a temporary password to sign in to the app for the first time, you need to change the password. A password contains at least eight characters. It is a combination of letters and digits. It cannot contain spaces.

   3. When you sign in for the first time, the system asks you whether to trust the browser. If you trust the browser, you will not be asked for a verification code the next time you sign in.

   ----End

Result

After the sign-in is successful, you will access the cloud phone home screen. You can learn about the functions of the home screen as prompted upon the first sign-in.

Follow-Up Operations

- After accessing a cloud phone, tap the floating bubble on the desktop to check the network signal of the cloud phone. You can also restart and sign out of the cloud phone and set navigation keys.

- Use the cloud phone functions, such as downloading apps, making calls, sending messages, and taking photos.

3.3 How Do I Install Apps on a Cloud Phone?

Use either of the following ways:

- Tap AppGallery on the desktop of your cloud phone, search for an app you want, and tap **INSTALL**.

- Use a browser to search for and download apps.

3.4 How Do I Use a Cloud Phone?

After the administrator purchases cloud phones, creates an organization, adds you as a user, and assigns a cloud phone to you, you can download, install, and sign in to the KooPhone app and use the cloud phone. For details about functions of the floating bubble on the cloud phone desktop, see **Accessing a Cloud Phone Desktop and Using the Cloud Phone**.