

KooPhone

FAQs

Issue 02
Date 2025-11-24



Copyright © Huawei Cloud Computing Technologies Co., Ltd. 2025. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Cloud Computing Technologies Co., Ltd.

Trademarks and Permissions



HUAWEI and other Huawei trademarks are the property of Huawei Technologies Co., Ltd.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

Notice

The purchased products, services and features are stipulated by the contract made between Huawei Cloud and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

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 KooPhone Consulting.....	1
1.1 What Is KooPhone?.....	1
1.2 What Are Regions and AZs?.....	1
1.3 How Long Does It Take to Provision a Purchased UNI Cloud Terminal?.....	2
1.4 What OSs Does UNI Cloud Terminal Support on the Client and Cloud?.....	2
1.5 What Are the Differences Between KooPhone and CPH?.....	2
2 UNI Cloud Terminal Purchase and Billing.....	3
2.1 How Do I Buy UNI Cloud Terminals in Batches?.....	3
2.2 What Are the Billing Modes?.....	3
2.3 What Are the Differences Between Yearly/Monthly and Pay-per-Use Billing?.....	3
3 UNI Cloud Terminal Usage.....	5
3.1 Does the UNI Cloud Terminal Support Audio and Video Calls?.....	5
3.2 How Do I Install Apps on a Cloud Phone?.....	5
3.3 How Do I Use a UNI Cloud Terminal?.....	5

1 KooPhone 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 fully utilizes the advantages of device-cloud synergy to provide device-cloud interaction, simulation of various sensors such as microphones and cameras, and unified management and control of app and data permissions on the cloud. It can meet customers' different application requirements based on Huawei's all-scenario smart ecosystem and can be easily and securely applied to various scenarios, such as mobile office and individual/home 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 phone 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 UNI Cloud Terminal?

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

1.4 What OSs Does UNI Cloud Terminal Support on the Client and Cloud?

UNI Cloud Terminal provides clients on the device side and instances on the cloud side.

- Client apps support Android. You can use cloud phones by installing an app or via an HTML5 page in the future. Non-iOS phones support both the app and HTML5 page modes while iOS phones support the HTML5 page mode only.
- Instances support Android.

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 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 instance. You can install the KooPhone app on your device to access and use cloud phones.

2 UNI Cloud Terminal Purchase and Billing

2.1 How Do I Buy UNI Cloud Terminals in Batches?

To purchase yearly/monthly UNI cloud terminals, sign in to the console, go to the purchase page, and set **Billing Mode** to **Yearly / Monthly**. Next, configure the region, instance specifications, image, required duration, and the number of UNI cloud terminals to be purchased, confirm the configuration, and complete the payment as prompted. For details, see [Buying a UNI Cloud Terminal](#).

To purchase pay-per-use UNI cloud terminals, sign in to the console, go to the purchase page, and set **Billing Mode** to **Pay-per-use**. Next, configure the region, instance specifications, image, and the number of cloud terminals to be purchased, and confirm the configuration. No prepayment is needed. For details, see [Buying a UNI Cloud Terminal](#).

2.2 What Are the Billing Modes?

UNI Cloud Terminal 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 UNI cloud terminal usage:

A yearly/monthly UNI cloud terminal cannot be deleted. If it is no longer needed, unsubscribe from it by choosing **More > Unsubscribe** in the **Operation** column on the **Instance Management** page.

Pay-per-Use

Pay-per-use is a postpaid billing mode. You can create or delete instances at any time and will be billed in seconds. The system will generate a bill every hour based on your usage duration and deduct fees from your account balance.

Pay-per-use UNI cloud terminal usage:

A pay-per-use UNI cloud terminal cannot be renewed or unsubscribed. To stop using it, choose **More > Delete** in the **Operation** column on the **Instance Management** page.

3 UNI Cloud Terminal Usage

3.1 Does the UNI Cloud Terminal Support Audio and Video Calls?

Yes. You can install real-time communication software to make audio and video calls using UNI cloud terminals.

UNI cloud terminals can be regarded as a phone independent from your physical mobile phone. You can play games and watch movies on it.

3.2 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.

3.3 How Do I Use a UNI Cloud Terminal?

After the administrator purchases a UNI cloud terminal, creates an organization, adds you as a user, and assigns an instance to you, you can download, install, and sign in to the client app and use it. For details about functions of the floating bubble on the cloud phone desktop, see [Accessing a Cloud Phone Desktop and Using the Cloud Phone](#).