

SHARP

ROUVO V



**Have questions about your Prepaid phone?
You're in the right place.**

Find out how to set up and use your phone, access special features, get help and lots more. We're here to help.

About your phone



About your phone

NOTE: Devices and software are constantly evolving. The screen images and icons you see here are for reference only.

Setting up your phone

Your phone already has a SIM card installed. For an optimal wireless experience, use the SIM installed in your new phone.

However, if you purchase this phone without SIM card pre-installed, or if you wish to replace your SIM card for any reason, follow the steps below. The following steps also guide you to install your microSD card.

1. Use the SIM ejector tool.

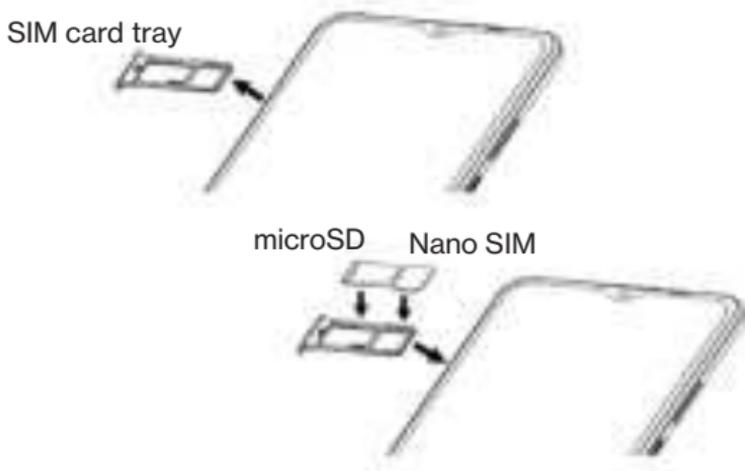
Use the supplied SIM ejector tool to insert into the small hole on the SIM/SD Card tray.

2. Pull the tray out to place SIM/microSD card.

Pull the tray out and place your Nano SIM card and microSD card on the tray. Make sure you align the cards as designated by the tray.

3. Push the tray back into its place.

Slide the tray attached with your Nano SIM card and microSD card all the way into the slot.



NOTE: The microSD card is sold separately.

4. Charge your phone.

Before turning on your phone, charge it fully.

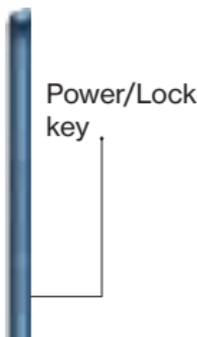
1. Plug in the USB-C connector (the smaller end) of the USB charging cable into the USB-C/Charger port of your phone.
2. Plug in another end of the cable (the larger end) into the USB connector of the supplied AC adapter.
3. Plug the AC adapter into an available power outlet.



WARNING: Only use approved chargers with your device. Incompatible chargers or tampering with the charger port could damage your device and void the warranty.

5. Turn your phone on/off.

To turn your phone on, press and hold the **Power/Lock** button until the phone vibrates.



NOTE: The first time you turn on your phone, you will need to activate it. See the **Welcome Guide** included with your phone.

To turn your phone off, press and hold the **Power/Lock** key and then tap Power off.

Locking/unlocking the screen

To turn on your screen, press the **Power/Lock** key. Then swipe up on the screen to unlock it.

To turn off your screen and prevent accidental key presses, press the **Power/Lock** key.

Using your phone

Starting your phone for the first time

1. Once you have turned on and initialized your phone, tap  to select your preferred language for your phone, then tap .
2. From the **Phone Activation** screen, tap **Next** (assuming you have activated your SIM card as instructed in the **Welcome Guide**).
3. You will be prompted to connect to a wireless network. If you have a SIM card, you can use **mobile network** for setup, or connect to an available **Wi-Fi** network. Enter password if required.
4. To **Copy apps & data** from another device, tap **Next**, or tap **Don't copy** to continue. If you tap **Next**, follow the on-screen steps.
5. To **Sign in** with your Google™ account, enter your account information and tap **Next**, or tap **Skip** to skip to the next step. If you sign in your Google™ account, tap **I agree** to the **Google Terms and Services** shown on the screen.
6. From the **Google services** screen, tap **More** and then **Accept** if you agree to the default selection of these Google services settings. You may turn on/off the services later with the toggle switch.
7. Set **PIN** for screen lock, or tap **Skip** to continue.
8. Set your **Verizon Services**. Tap **ACCEPT** to use the default settings for the services.
9. Set your **Verizon Cloud**, tap **NEXT** to enter **Verizon Cloud Setup**. Select what to backup and then tap **NEXT**.
10. Choose **Wi-Fi only** or **Both Wi-Fi and Mobile Networks** to back up your content on Verizon Cloud. You may change it anytime in Settings.
11. When you see **Ready to go**, tap **GOT IT** to complete the initial setup.

Touch screen tips

Use touch gestures to move around the screen, open menus, select items, zoom in and out of web pages, apps and more.

There are several touch gestures recognized by your phone:

- **Tap** – Gently touch the touch screen with your fingertip to select items.
- **Tap & Hold** – Tap and hold on an item or a space to open menus.
- **Swipe** – Gently slide your finger on the touch screen like a mouse scroll.
- **Drag** – Hold onto an item and drag it to a new position.
- **Pinch & Spread** – Pinch and spread with your thumb and index finger to zoom in or out.

Accessing Apps from Home Screen

You can access all your apps, whether pre-installed by default, transferred from your last phone or downloaded, from the Home Screen. Simply **swipe up** from the Home Screen and you will be able to view and access all your apps.

Making a call

1.  From the Home Screen, tap the **Phone** icon.
2.  Tap the **Dialpad** icon.
3. Enter the number you want to call.
4.  Tap the **Call** icon to place the call.

You may also

- Tap a saved contact in **Contacts**
- Tap a recent call log in **Recents**
- Tap a favorite contact in **Favorites**
- Tap voice search  function to find the contact

Answering or Declining a call

During an incoming call,

- Tap **ANSWER** on the call window to answer the call.

To decline the call

- Tap **DECLINE** on the call window to reject the call.

Tap on the incoming call window to open it as full screen.

On the full screen,

- Tap  or swipe up on the screen to answer the call.
- Tap  to decline the call by sending a quick response message. The list of preset quick response messages will appear and tap on one of the messages to send to the caller.

Setting up voice mail

1. Dial ***86** and press **Send**.
2. When you hear a greeting, press **#** to interrupt.
3. Follow the setup instructions.

Checking voice mail

From your phone:

1. Dial ***86** and press **Send**.
2. Follow the instructions.

From other phones:

1. Dial your mobile number.
2. When you hear the greeting, press **#** to interrupt.
3. Follow the instructions.

NOTE: Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial. Voice mail may not be available in some areas. Follow the setup instructions to password protect your Verizon voice mailbox. Verizon is not responsible for missed messages or deletions of messages from your voice mailbox, even if you have saved them.

Services and features

Calling features

- Domestic Long Distance
- Caller ID
- Call Waiting
- 3-Way Calling
- Call Forwarding

Text messaging

1.  From the Home Screen, open the **Message** app
2.  Tap **Start Chat** to compose text message, enter the recipient's information and attach emoji, GIF, stickers or more.
3.  Press **Send** to send your **SMS** message.

Picture and video messaging

Take pictures or videos and send them to almost any email address, or to other phones.

1.  From the Home Screen, open the **Message** app
2.  Tap **Start Chat** to compose text message, enter the recipient's information and attach emoji, GIF, stickers or more.
3.  Use the Attach to attach photos or video files to your message.
4.  Tap the Camera icon if you wish to use the phone camera to shoot photos or videos for your message.
4.  Press **Send** to send your **MMS** message.

Web browsing

From the Home Screen, tap **Chrome™**.

Enter the information you want to browse in the Search bar or use voice search, then press .

Apps and more

Play it up with music, ringtones, wallpapers and games.

Keep up with Twitter™ and Facebook. We've got apps that help you do it all. Data charges may apply.

Installing apps

From the Home Screen, tap **Play™ Store**.

Google Assistant™

Google Assistant™ is an AI-empowered voice assistant that allows you to execute commands, open on-device apps, or activate functions by speaking to your device.

To use Google Assistant™,

1. Press and hold onto the Home button .
2. Once activated, speak to Google Assistant about your request. Remember to speak clearly.

Verizon Cloud

Verizon Cloud offers secure online storage to back up your contacts and sync them with your other Cloud-connected devices.

To learn more, go to [**vzw.com/cloud**](http://vzw.com/cloud)

International services

Keep in touch with family or friends while at home and abroad with our Prepaid International plans.

TravelPass

Take your domestic talk, text and data allowances with you for a low daily rate. You're only charged on the days you use your wireless plan abroad.

For additional details, including rates, visit vzw.com/prepaidglobal

Location-based services

This phone can determine its location, which is useful for services such as navigation, shopping and weather. For your safety, it's defaulted to acquire your location only when you dial 911. To use location-based services, go to **Settings > Location** and then use the toggle switch  to enable it.

Support and more

The Help app gives you tips, videos and other information on how to use your phone, including:



Making calls



Voice mail



Sending texts



Getting apps



Taking photos



Accessibility settings

[NOTE: Use this list as is; omit an item only if it is not covered at all anywhere within the Help app. Refer to page 7 in QRG Style Guidelines for a populated example.]



From your computer, visit
[verizon.com/support](https://www.verizon.com/support)



Customer service
Call **800.922.0204**
Twitter **@VZWSupport**



Download a User Guide from
[verizon.com/support](https://www.verizon.com/support)

Important customer information

The services described in this guide are only for your personal use. Services are subject to the Customer Agreement which can be found at vzw.com/csa, your Plan, and the Verizon Privacy Policy. For more information about our privacy practices, visit verizon.com/privacy

Device recycling program

For information visit verizon.com/support/how-to-recycle-device

Warranty replacements

If you're having a problem with your wireless device, just contact Verizon toll-free at **866.406.5154** from another phone.

Using RTT or TTY

Real-time text (RTT) is a feature that can make it easier for customers to carry on a live conversation through text (or text and simultaneous voice) during a call, with each text character transmitted immediately as it is typed. Unlike text telephony (TTY), there's no need for a separate device. The person you are calling must have either RTT or TTY enabled on their device for the text capability to work.

If your device instead uses TTY and TDD (Telecommunications Device for the Deaf) technology that allows similar text-based communications by telephone, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls.

For additional information, visit the Verizon Accessibility Resource Center at [verizon.com/accessibility](https://www.verizon.com/accessibility)

Hearing aid compatibility information

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Product safety and warranty information

SHARP ROUVO V

Read before Use

Thank you for choosing SHARP ROUVO V (Model Num. STTM21VAPP).

We recommend you read the following sections regarding safety and compliance thoroughly before use. The manufacturer is not liable for malfunctions or damages resulted from misuse of the handset.



This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the radio waves section. When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call. www.sar-tick.com

Refer to the [Specific Absorption Rate \(SAR\)](#) section of this guide for details about the SAR value of this phone.



PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for prolonged periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

Consult with local authorities like CDC or the device manufacturer for detailed advices about hearing protections and noise reduction measures.

Airplane Mode

Switch your phone off when you are on an airplane, as the radio waves from your device may affect in-flight piloting instruments, which may impact safety during the flight. The use of phone functions on an aircraft is against the laws and be sure to follow the regulations imposed by your government. If you need to use your phone device on the aircraft, be sure to enable Airplane Mode to switch off the radio frequency of your phone.

Safety Precaution

Pay full attention to the following safety precautions. The classes of Danger, Warning, and Caution address the levels of damages or risks resulted from improper use of the phone and its accessories.

Danger



- Use specified charger and USB cable only.
- Do NOT disassemble or modify the handset device.
- Prevent wetness from penetrating internal handset parts or charger.
- Do NOT charge or leave the device under extreme heat (list all types of scenario or environments, like cars under the sun without AC on).
- Shut down handset and disconnect charger at places with fire/explosion risks (like gas stations).
- Do NOT dispose of handset in fire.
- Do NOT short-circuit the battery.

Warning



- Keep your handset or charger away from cooking appliances.
- Do NOT place handset in places with heated atmosphere (dryer, sauna, hot water).
- Avoid strong physical impact (heavy objects or excessive force).
- Keep your handset or charger away from liquid or conductive materials.
- Do NOT charge handset when either handset or charger is wet.
- If battery fluid contacts skin or clothes, discontinue handset use and rinse with clean water immediately.
- Prevent the display glass and the camera from strong impact (heavy objects or excessive force).
- Power off the handset when near medical equipment or high-precision control systems.

- Charge with specified voltage only.
- Do NOT touch charger plug or connector with wet hands.
- Do NOT charge handset in a wet environment (bathtub, sauna).

Caution

- Avoid placing handset on unstable surface to prevent damage.
- Do NOT pull the cord when disconnecting the charger.
- Keep handset and charger away from children and pets.
- Handset must be disposed of in accordance with the locally applicable environmental regulations.
- Keep handset from magnetic items.
- Avoid prolonged use of handset in warm places.
- Do NOT store handset in a wet or warm environment.

Maintenance & Care

- Avoid extreme temperature or direct sunlight
- Clean handset with soft, dry cloth. Do NOT use alcohol solvent (color may fade)
- Handset and internal battery may become warm during operation or charging. This is normal.
- Warranty does not cover malfunctions caused by misuse.
- Do NOT power off while transferring data (may result in data loss)
- The handset and the battery are unibody designed. Do NOT attempt to remove the battery compartment.
- Use only specified cables or products to connect with handset. Other devices may damage the handset.
- If handset has stopped processing or won't respond to operations, force handset to power off.
- If your SIM card or handset is lost, suspend your service immediately and contact our Customer Support.
- Handset transmissions may be disrupted inside buildings, tunnels or underground.
- Switch the phone off when you are in health care facilities or other environments except in designated areas. As with many other types of equipment now in regular use, phones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Protection against Theft

Your phone is identified with an IMEI (International Mobile Equipment Identity) number printed on the package label and shown in the phone's memory. We recommend you enter #06# (the USSD code to check your phone's IMEI number) and record the number in a safe place. Your IMEI number may be requested by the policy or your service carrier if your phone is stolen. This number allows your phone to be blocked, which prevents an unauthorized third person from using it with a different SIM card. You may contact your service provider for details.

Safe and Responsible Driving

Abide the laws and regulations on the use of wireless phones in the jurisdictions where you drive. It is users' sole responsibility to pay full attention to driving. Use a hands-free accessory if available.

In some places where phone use is strictly prohibited during driving, pull over or park the car before making or taking a call.

Privacy

Users are responsible for abiding the privacy acts enforced by jurisdiction(s) or government(s) where they will use their phones. The manufacturer, the seller, the distributor or the operator assumes no liability for any consequence resulted from improper use of the phone.

Portrait Rights

Portrait rights protect individuals' right to refuse to be photographed or to refuse unauthorized publication/use of their photographs. Portrait rights consist of the rights to privacy, which is applicable to all persons, and the rights to publicity, which protects the interests of public figures. Therefore, photographing others and publicizing/distributing their photographs without consent are considered invasion of privacy and violation of portrait rights. Use phone camera responsibly.

Copyrights

Copyright laws protect sounds, images, computer programs, databases, other materials and copyright holders. Duplicated material is limited to private use only. Use of materials beyond this limit or without consent from copyright holder may constitute copyright infringement, and be subject to penalty enforced by the jurisdiction(s) where you infringe the copyright of others. Abide copyright laws when using the phone.

The software contained in this handset is copyrighted material. Copyright, moral right, and other related rights are protected by copyright laws. Do not copy, modify, disassemble, decompile or reverse-engineer the software, and do not separate it from the hardware in whole or part.

Important Notes about Bluetooth and Wi-Fi

Bluetooth

Verizon is not liable for any data/information leakage due to use of handset Bluetooth function. Users are advised to ensure no other radio stations sharing the same frequency band are in use nearby. In the event that interference occur between handset and other radio stations, move to another location or disable Bluetooth functions immediately.

Wi-Fi

Wi-Fi (Wireless LAN) uses radio waves to enable communication between compatible devices within range. However, it is advisable for the user to configure security settings to avoid risk of data interception. Verizon is not liable for any data interception due to use of handset Wi-Fi function.

FCC Compliance

This mobile device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation.

Any change or modification that is not expressly approved by the manufacturer responsible for the compliance of this device voids the user's authority to operate this device.

This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the

interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Specific Absorption Rate (SAR)

Your mobile device meets governmental regulations for radiation exposure. Your phone includes a radio transmitter and receiver. This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) set by the Federal Communications Commission (FCC) of the U.S. Government. The RF emission limits set by FCC employs a unit of measurement known as Specific Absorption Rate (SAR), which measures the amount of RF energy absorbed by human body when using a mobile phone. The applicable SAR limit defined by FCC for mobile communication device is 1.6 W/Kg (16 watts per kilogram). The limit is set with a substantial margin of safety to assure the safety of the public as well as to account for any change in ambient environments.

Tests of SAR measurements are conducted by following standard device operating and testing positions under FCC guidelines with the phone transmitting its highest certified power level across all tested frequency bands. The maximum SAR values for this phone as reported to FCC are as follows:

Maximum SAR values

Head SAR	1.15 W/Kg
Body-worn SAR	0.99 W/Kg

The tested SAR results of this phone are based on highest certified power level, however, the actual SAR values can well below the maximum values. This is because the phone is designed to operate at multiple power levels in order to meet the power efficiency for various operations. In general, the lower the power output of the phone, the lower the SAR.

This phone has received Equipment Authorization from FCC. Detailed SAR information of this phone including all the reported SAR values can be found on www.fcc.gov/oet/ea/fccid using the FCC ID of this phone device: **RYQSTTM21VAPP**.

About body-worn testing

To test body-worn SAR value, this phone has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal substance. If no body-worn accessory is in use or if the phone is not used at the head, position the phone at a minimum of 10 mm from your body when the phone is powered on.

Cellular Networks and Maximum Output Power

You can use your device on the following cellular network frequency bands:

- 4G LTE: B2 (1850 MHz - 1910 MHz), B4 (1710 MHz - 1755 MHz), B5 (824 MHz - 849 MHz), B12 (698 MHz - 716 MHz), B13 (777 MHz - 787 MHz), and B66 (1710 MHz - 1780 MHz)

Maximum conducted output power

The maximum conducted output power of this device, including the tune-up tolerance are measured as dBm (decibel-milliwatts) per single channel. The measured values are shown below.

4G LTE: B2 (1850 MHz - 1910 MHz) B4 (1710 MHz - 1755 MHz) B5 (824 MHz - 849 MHz) B12 (698 MHz - 716 MHz) B13 (777 MHz - 787 MHz) B66 (1710 MHz - 1780 MHz)	up to 24 dBm
Bluetooth	up to 10 dBm
WLAN (Wi-Fi) 2.4 GHz	up to 17 dBm
WLAN (Wi-Fi) 5.0 GHz	up to 16.50 dBm

Preventing Hearing Loss

To prevent hearing loss, avoid high volume levels when holding the phone close to your ears for prolonged period of time. If you experience any discomfort or temporarily hearing difficulty when listening to audio files through a headphone, an earphone or loudspeaker of the phone, discontinue the use and consult with a physician immediately regarding the symptoms.

Hearing Aid Compatibility (HAC)

This mobile device is rated **M4/T4**.

The Federal Communications Commission (FCC) has defined standards for wireless mobile devices to be compatible with hearing aid instruments. The current standard is set by American National Standard Institute (ANSI). The HAC standard adopts a M/T rating system.

The "M" rating indicates the reduced interference with hearing aids that operates in acoustic mode, such as on a microphone. The "M" rates from M1 to M4, with M4 being the best. The "T" rating specifies the capability of the wireless mobile devices in operating with hearing aids that integrates a telecoil (a small copper wire inside hearing aid that converts sounds into electromagnetic signals) and operates in inductive coupling mode. The "T" rates from T1 to T4, with T4 being the best.

The ratings are not a guarantee. However, it is suggested to choose a wireless mobile device with at least "M3" in the M rating and "T3" in the T rating to ensure wide compatibility with hearing aid instruments.

Cautions for Battery and Accessories

This product is built in with a Lithium-ion battery. In other words, this product is a non-unibody device with a non-removable battery. Follow the caution measures below to ensure safe use of the battery and related accessories.

- Use specified chargers only. Non-specified chargers may cause malfunction, toxic leakage, burst, or overheat to the battery.
- Do not attempt to open battery pack to avoid leackage of toxic substances or burn.
- Do not attempt to disassemble or probe the battery.
- Do not cause short circuit to the battery.
- Do not crush, bend or attempt to change the form of the battery.
- Do not attempt to modify the battery.
- Do not insert foreign objects into the battery.
- Do not immerse the battery in water or other types of liquid.
- Do not expose the battery to fire, explosion or other hazardous conditions.
- Do not expose the battery pack to temperatures higher than 140°F (60°C).
- Exercise caution regarding the temperature range of the phone: the operating temperature for the phone is -14°F (-10°C) to 113°F (45°C) and the charging temperature for phone is 32°F (0°C) to 113°F (45°C).

Disposal and Recycling



Do not dispose of the phone in a household garbage bin. Products with this label must be taken to specific collection points at the end of their life.

You can learn more about how to recycle your mobile device by visiting the CTIA website at www.ctia.org/news/how-to-recycle-your-mobile-device

Chargers

The charging temperature for phone is 32°F (0°C) to 113°F (45°C).

This product should be operated only with the following designated power supply unit(s).

Travel charger: Input: 100-240V, 50/60Hz, 0.35A. Output: 5V, 2A.

Warning : Do NOT use a USB interface charger with default output voltage over 12V. It will cause safety hazard.

Warranty

Your product is warranted that it is free from any defect in workmanship and material, under normal use and condition, for a period of one (1) year from the original date of purchase shown on your original invoice or receipt. If any such defects are found in this product within the applicable warranty period, Sharp (Taiwan) Electronics Corporation shall, at its discrete options during the applicable warranty period, carry out repair or replacement for the defected product or part. Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase shall be confirmed by showing the model number on receipt of invoice with the original date of purchase.

The warranty does not apply if any of the following circumstances occurs:

- The warranty period has expired.
- Proof of purchase is absent.
- Normal wear or tear of the product due to natural ambient conditions or force majeure, such as humidity, oxidization, corrosion, penetration of liquids, and extreme temperatures.
- Damage caused by connection with accessories, equipment, or peripherals that are not specified by the manufacturer or not compatible with this product.
- Damage caused by disassembly, modification or repair performed by unauthorized technician or individual.
- Damage caused by non-compliance with the recommended device use instructed in the User's Manual.
- The IMEI label on this product has been modified, altered or removed.

The purchaser or user will be responsible for any cost regarding replacement of parts, reinstallation, transportation, and any other cost that may be incurred for the repair or replacement if any of the circumstances mentioned above is determined.

This warranty statement constitutes the entirely expressed warranty, and there is no other expressed warranties, regardless of written, oral or implied manner. This limited warranty applies only to the original purchaser of the product and cannot be transferred or assigned to any subsequent owner or user. No other party, whether dealer, service center or agent, or employee(s) of such, is authorized to extend or transfer this warranty. By applicable laws, this warranty statement does not cover any indirect, incidental, or consequential loss or damages of any nature, including but not limiting to loss or damages caused by commercial or financial activities.

To the extend the law permits, the repair or replacement of this product does not, under any circumstances, extend the original warranty period. However, the repaired or the replaced parts are warranted in the same manner.