Olive Union

Olive Max

Olive Max User Manual

For safe and proper usage please read this user manual before using the product.

Instructions for use (Olive Max) by Olive Union Inc.

Thank you for choosing the Olive Max.
Before using this device, please read the User Manual to familiarize yourself with its use and care.

Failure to follow instructions and care outlined in this User Manual may result in product damage, malfunction, or even injury.

For questions and support regarding the Olive Max or My Olive App, please contact Olive Customer Support.

Olive Customer Support

For the fastest reply, please reach out to us through email:
support_us@oliveunion.com

CS Phone Service is available with limited hours. For details, call the below number.
702-848-4837

Product Specification

1. Classification Name : Wireless earbud

2. Product Name : Olive Max

3. Model Name

Olive Max Model Name	Etc.
OU1P0102	

4. General Information

Product Name	Specifications	
Earbud	Rated output	Internal power, Lithium-ion coin cell , DC 3.7 V / 114mAh x2
	Radio frequency (RF)	2402~2480 MHz
	IP grade	<IPX7>
	RF test temperaturecv	0C ~ 50C
	Operating mode	Continuous mode
	Electric shock protection	Internally powered device, BF mounting part
	RF specification	Bluetooth v5.1
Charging Case	Rated output	DC 5 V / 0.5A
	Charging method	Grounding method / USB cable / Wireless charging

Country of manufacture	Republic of Korea
Legal manufacturer	Olive Union KR
Manufacturer	Partron

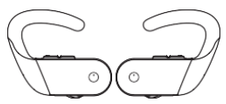
R-R-OLU-OU1P0102

FCC ID : 2AOLH-OU1P0102

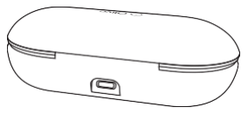
* For more detailed information about the product, please visit our **website (us.oliveunion.com)**

1 Olive Max Overview

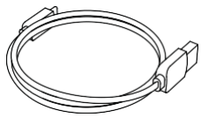
In the Box



Earbud (Left, Right)



Charging Case



USB Type-C Cable

* Please make sure to use the included cable.

Urethane Eartips (4 Pairs)

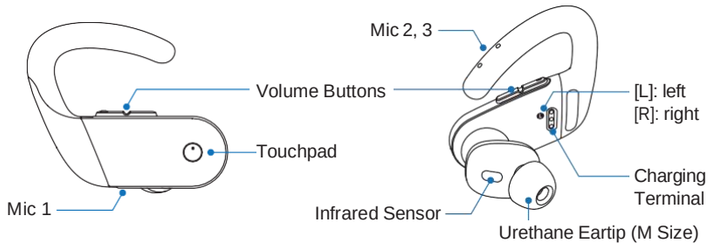
* M size eartips are attached to the earbuds at the time of purchase.
* XS Yellow / S Orange / M Green / L Blue / XL White

Urethane Eartips (3 Pairs)

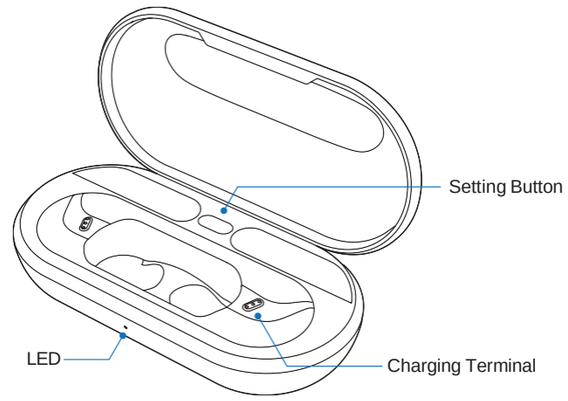
* S Orange / M Green / L Blue

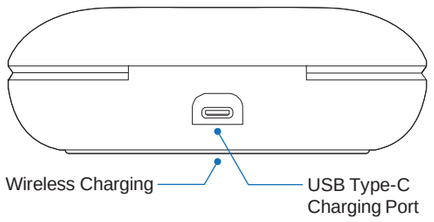
Urethane Eartips (1 Pair)

Earbud Details



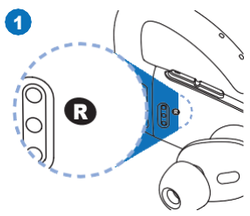
Charging Case Details





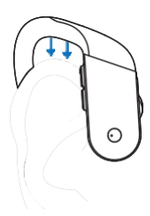
2 Wearing the Olive Max

To prevent howling and ensure the best hearing experience, make sure to follow the instructions below when wearing your Olive Max.

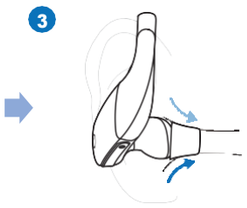


Check the earbuds for their Right and Left symbols.

* **[L]** left / **[R]** right



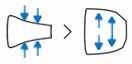
Hook the Olive Max behind your ear.

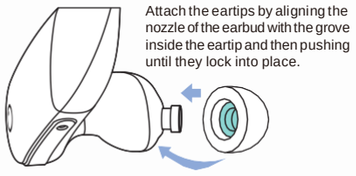


Insert the eartip inside the ear and gently twist and rotate to secure it.

Make sure to try all sizes and types of earbuds!
A good fit and feeling is one of the most important factors for a good hearing experience. Make sure to try all the different sizes and types of eartips!

* Compress the urethane eartips with your fingers before inserting into your ear so they expand and create a tight seal.



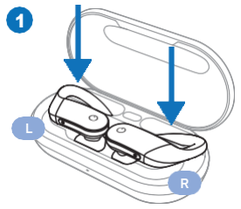


Attach the eartips by aligning the nozzle of the earbud with the grove inside the eartip and then pushing until they lock into place.

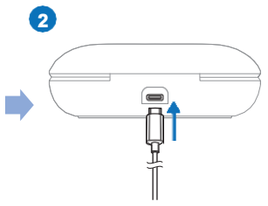
3 Charging the Olive Max

Before using the Olive Max for the first time, charge for at least 30 minutes!

* For general usage charging for at least 30 minutes is recommended.

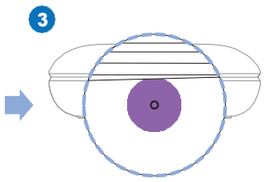


Insert the left and right earbuds inside the Charging Case and close the lid.



Connect the Charging Case and the USB Adapter with the included USB Type-C Cable.

* USB Adapter not included with Olive Max.



The Charging Case's LED will turn purple to indicate charging.

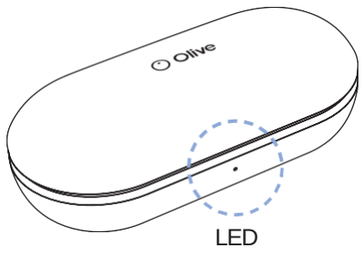
Wireless Charging
The Olive Max can be charged wirelessly!
Place the Charging Case on a wireless charger.

* Wireless charger not included with Olive Max.
* Some wireless chargers not compatible.
* Wireless charging may take longer than wired charging.

4 Charging Case LED Status Light

The Charging Cases's LED light indicates different information. A solid color indicates the status of the Charging Case, and a blinking light indicates status of the Olive Max earbud.

* When the Charging Case's battery has run out of charge, the Olive Max earbuds can not be turned on or off. Please charge the Charging Case ASAP.



Green
Charging Case is fully charged.

Purple
Charging Case should be recharged when possible.

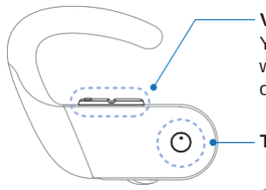
Blue (blinking)
The Olive Max earbuds are in manual pairing mode.

Green (blinking)
The Olive Max earbuds are resetting.

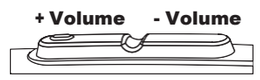
5 Olive Max Setting Buttons and Touchpad

Olive Max Earbud Controls

* Touchpad can be activated or deactivated using My Olive app.
* Adjusting either the left or right Volume Buttons and Touchpad will affect both ears.



Volume Buttons
You can adjust the volume with the Volume Buttons on the earbud.



Touchpad
Three kinds of touch actions allow for various earbud operations.

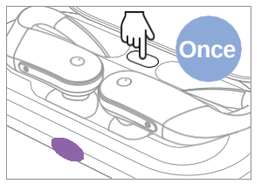
Single tap
Music play/pause

Double tap
Hearing Mode change

Tap & Hold
Hear-Thru Mode ON/OFF
Answer/hang up/cancel a call

Charging Case

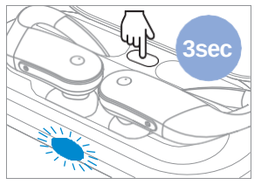
Setting Button
By using the Setting Button on the Charging Case, you can check the battery status of the Charging Case, manually pair earbuds, and reset the earbuds to factory settings.



Check Battery Status of Charging Case
Press the Setting Button once to check the Charging Case's battery.

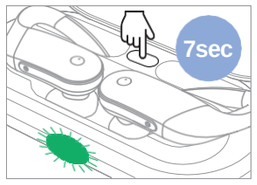
Green
Charging Case battery is fully charged or sufficient.

Purple
Charging Case should be recharged when possible.



Activate Olive Max Manual Pairing
Turn on Manual Pairing to easily connect the Olive Max to a new device.

1. Put the earbuds into the charging case and **press the setting button for 3 seconds.**
2. While in Manual Pairing, the **LED** will turn **blue and blink.**



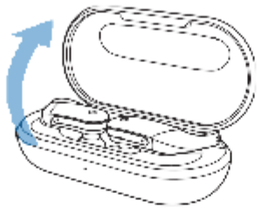
Factory Reset
Reset your Olive Max to default factory settings. If you are having any problems or issues, a Factory Reset can often solve them.

1. Put the earbud in the charging case and **press the setting button for 7 seconds.**
2. When the Factory Reset is complete, the **LED** will turn **green and blink.**

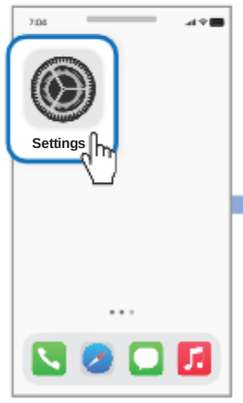
6 Pairing the Olive Max to a Smartphone for the First TIme

Open the Charging Case lid to automatically enter Pairing Mode. Then, follow the instructions below to pair to your smartphone device.

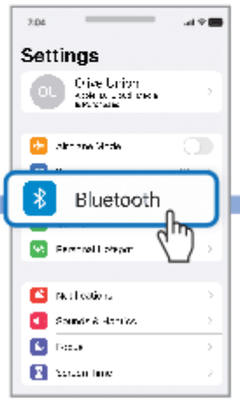
* Do not close the lid of the Charging Case while connecting the Olive Max to the smartphone.



iPhone Users



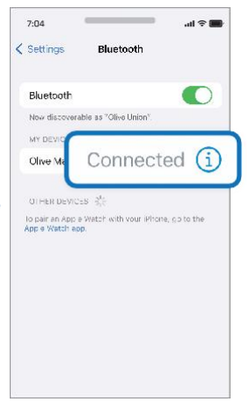
Tap “Settings”



Tap “Bluetooth”

Turn on “Bluetooth”

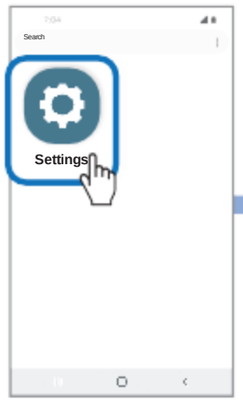
Tap “Olive Max” under “DEVICES”



Once connected, “Olive Max” is shown as “Connected” in “MY DEVICES”

Android Users

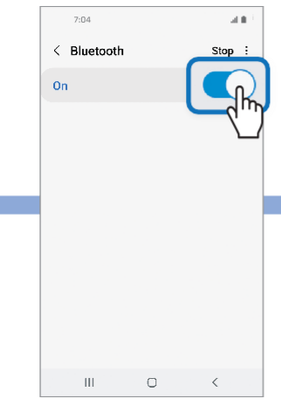
* The display may be different based on the Android phone models.



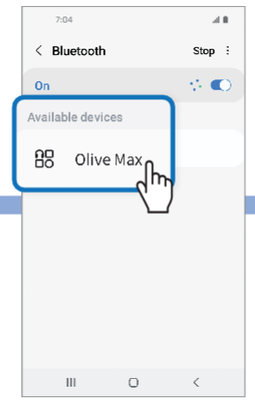
Tap “Settings”

Tap "Connections"

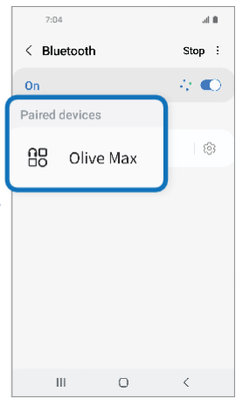
Tap "Bluetooth"



Turn on "Bluetooth"



Tap “Olive Max” from “Available devices”



Once connected, “Olive Max” is shown in “Paired devices”

Get the full Olive Max experience with the My Olive app!

Download the free My Olive app for full control over your Olive Max.
Personalize your hearing settings and utilize all functions the Olive Max has to offer!

7 Download the My Olive app for the Olive Max

My Olive is the Olive Max’s dedicated companion app. Through My Olive, the full potential of the Olive Max is unleashed!
Utilize all the various functions and control settings the Olive Max has to offer.
Follow the steps below to download the app now!

* The My Olive app is a free application. Data charges may apply when downloading and using the app.

1. Open the Camera on your smartphone.
2. Scan the QR code.
3. Touch the pop-up window to move to the My Olive installation screen.

Unable to scan the QR code?
Search for My Olive on the App Store or Google Play and download the app shown on the right.

* You can also install the app by searching for My Olive in a search engine.
* For more information or assistance, please visit **(https://us.oliveunion.com/pages/contact-us)**

iOS

Android

Troubleshooting

Bluetooth Connection

Error or Error Message	Possible Cause	Recommendation
Bluetooth connection is not available or disconnected during use.	Bluetooth not paired	Erase and establish a new Bluetooth pairing

If you are having issues with pairing, please try Manual Pairing and/or resetting your smartphone’s Bluetooth connection.

If you are using an iPhone

1. Remove “Olive Max” from Bluetooth “MY DEVICES”.
2. Turn off Bluetooth for ~30 seconds and turn on again
3. Try pairing the Olive Max again, either automatically or using Manual Pairing.
4. If the above fails, Factory Reset the Olive Max and then try again from Step 1.

If you are using an Android smartphone

* The display may be different based on the Android phone models

1. Remove “Olive Max” from Bluetooth “Paired Devices” setting.
2. Turn off Bluetooth for ~30 seconds and turn on again
3. Try pairing the Olive Max again, either automatically or using Manual Pairing.
4. If the above fails, Factory Reset the Olive Max and then try again from Step 1.

Earbud

Error or Error Message	Possible Cause	Recommendation
Earbud does not work.	Battery discharged Mic/eartip clogged Earbud power is off	Charge earbud/charging case. Clean mic/eartip. Check to make sure Charging Case has sufficient power to charge earbuds.
Beeping sound is heard	Earbud not worn properly Ear canal is blocked with earwax	Read step 2 of this manual for instructions on proper wear. Consult with an ENT doctor or audiologist.
Sound is distorted or not audible enough.	Volume is too high/low Receiver/eartip is clogged Change in user’s hearing	Take the Olive App Hearing Test. Contact Olive Union Support for setting recommendations/advice. Clean receiver/eartip. Consult a hearing expert or specialist.
Earbud powers on and off repeatedly (intermittently).	Wet earbud	Wipe or dry the earbud with a dry cloth.

Note: For additional support, please contact Olive Customer Support.

Olive Customer Support Email: support_us@oliveunion.com
For fastest assistance please email the above address.

Phone CS is offered with limited availability below:
Tel. (+1) 702-848-4837

Proper Storage and Maintenance of the Olive Max

Regular maintenance of your Olive Max will extend its lifespan and allow usage for a longer period of time. Take care of your Olive Max according to the guidelines below and read the following Warnings and Precautions section.

General Management
Hairspray and cosmetics can damage the Olive Max, so please remove from ears before applying or using them.
Handle the Olive Max carefully and avoid dropping or strongly striking/hitting.

Routine Maintenance
Routinely clean the Olive Max of dirt or earwax before buildup can occur. Use an alcohol wipe or damp cloth to gently wipe the Olive Max. Never use regular soap or detergent to care for your Olive Max.

Storage
Return the Olive Max to the Charging Case when not in use for protection. Avoid storing in damp, humid, or overly dusty locations.

Warnings and Precautions

Warnings

⚠ Failure to observe the safety warnings mentioned in the user's manual may result in fire, electric shock, personal injury, or damage to the product. Please read all safety precautions/warnings before using the product.

⚠ The Olive Max earbud contains a lithium-ion battery, and the Charging Case contains a lithium polymer battery that can be brought onto an airplane as carry-on baggage.

⚠ The Olive Max earbuds operate within the 2.4 GHz - 2.48 GHz frequency range.

⚠ Exposure to electromagnetic fields generated by x-ray machines, electrotherapy, PET examinations, and other similar situations may damage the product.

General Safety/Warnings

- **Do not disassemble, modify, or repair the product yourself.**
  There is a possibility of fire and /or injury.
- **Do not use at unnecessarily loud volume.**
  Prolonged use at loud volumes may cause hearing loss or exacerbate existing hearing loss.
- **Do not expose this product to water, liquids, or moisture. Do not handle or touch with wet hands.**
  Contact with liquid may cause electric shock, malfunction, and/or injury.
- **Do not use with outlets or charging devices that would exceed safety ratings.**
  Overloading an electrical circuit can cause sparks and/or a fire.
- **Do not use the My Olive app while driving or operating any vehicle.**
  Your full attention should be on the road and current situation.
- **Be careful when using cables other than the supplied USB Type-C cable.**
  3rd party cables may cause electric shock, malfunction, or injury.
- **Do not hit, drop, or apply excessive force to the product. Do not handle harshly, such as forcibly pulling parts.**
  It may cause damage, electric shock, fire or accidents.
- **Storage in the following places may cause electrical shock and/or failure and should be avoided.**
  Places that generate very high or low noise / Near heat sources such as heating appliances or fires / Places that are easily exposed to water or high humidity such as the bathroom / Places with a lot of dust / Places outdoors or in direct sunlight / Near hazardous substances / Near slippery substances (Grease, Oil, Snow, Paint, etc.)
- **If you experience or notice any of the following, stop using the product immediately.**
  Ignoring the following and continuing to use the product may cause unexpected accidents and injuries.
  The product is broken or degraded. The product is damaged by chemicals. The product is deformed by heat.
  The eartip causes irritation or pain in the ear and/or skin.
- **Do not allow children or people who require supervision to use.**
  Do not lend or borrow this product. Do not continue to use if broken or damaged. Do no use while sleeping.

Waterproof

- **The Olive Max earbuds are rated at IPX7. This rating is for the earbuds only, and not the Charging Case.**
- **Avoid subjecting the product to strong water pressure.**
- **Do not wear the product while diving, snorkeling, or engaging in water sports in high-velocity areas.**
- **When wet or handled by wet hands, dry thoroughly before use.**
- **If the product has been exposed to liquids other than clean water (salt water, swimming pool water, soapy water, oil, perfume, sunscreen, hand sanitizer, chemical products such as cosmetics, etc.) clean immediately.**
  Otherwise, there may be problems with the performance or appearance of the product.
- **If the product is dropped or subjected to strong impacts, be aware that waterproof function may be affected.**
- **The Olive Max is a non-degradable product. Do not disassemble by yourself as it may damage the waterproof function.**
- **Do not expose the product to sudden changes in temperature or water temperature.**
- **Do not use a heating device such as a hair dryer to dry the product.**
- **Do not use the product in environments such as saunas and steam rooms, as the waterproof function may be impaired and damaged by steam**

Note: Olive Max has been tested in a controlled environment (IEC60529) and has an IP rating for water resistance.
For normal waterproof operation, please use it carefully. Failure to observe the above may result in product damage.

Check Before Use

- **If you fall under any of these eight categories, please refrain from use and ask an otolaryngologist for a diagnosis.**
  1. Otorrhea has occurred within the last 90 days due to otitis media.
  2. Has damage or deformity due to surgery, injury, etc...
  3. Has experienced sudden or progressive hearing loss within the last 90 days.
  4. Has experienced hearing loss in one ear or the other within the last 90 days.
  5. Has experienced acute or chronic dizziness.
  6. Has lots/unusual amounts of earwax.
  7. Has eczema, pain, or discomfort in the external auditory meatus.
  8. Has abnormal air bone conduction in hearing at 500, 1000 and 2000 Hz.

User Notes

- **This product 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 device 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 device 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.
  - Change the direction or position of the receiving antenna.
  - Increase the distance between the equipment and the receiver.
  - Connect the device into an outlet on a circuit different from that to which the receiver is connected.
  - Ask the dealer or an experienced technician / TV technician for help.

Product Disposal Methods

Dispose of this product in an appropriate manner in accordance with the instructions of your local municipality or government.

Warranty & Service Policies

Quality Guarantee

- **The warranty period for Olive Max is one year from the date of purchase.**
- **Olive Union agrees to follow in accordance with the Consumer Dispute Resolution Standards (public notice by the Fair Trade Commission).**

Warranty & Service Policy Details

- **Free service**
  - In the case of a failure occurring under normal use within the 1 year warranty period, Olive Union will offer one free unit exchange.
  - Consumable parts (eartips) or accessories (USB cable) are not covered under this warranty.
- **Paid service. For the following cases, even within the warranty period, replacement and/or repairs will require payment.**
  - Failure or damage caused by customer carelessness, misuse, improper repair, or modification.
  - Natural disasters such as fire, earthquake, flood, lightning, contamination, abnormal voltage, and damage due to abnormal voltage and use of non-specified power supply.
  - Failure or deterioration due to use not in accordance with the User's Manual.
- **Exchange and Refund**
  - For full details, please see our Return Policy at the below website.
  https://us.oliveunion.com/pages/return-policy-1

FCC Regulatory Compliance

Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Note: This equipment 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

This 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, and
2. This device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

[Contact Us] Olive Customer Support
Tel. **(+1) 702-848-4837**
E-mail. **support_us@oliveunion.com**

Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information

Unique Identifier: Olive Max (OU1P0102)

Responsible Party – U.S. Contact Information:

Olive Union inc

122 N Curry St, Carson City, NV 89703, USA

Telephone number or internet contact information: +1 702-848-4837