Olive Union

Olive SmartEar Plus

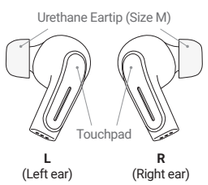
Olive SmartEar Plus Instruction Manual

※ This product is not a hearing aid
※ For the most recent version of this manual, please check our website. **www.oliveunion.com/us/**

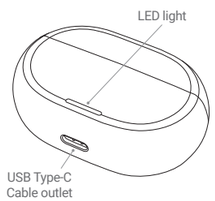
Battery	Olive: Lithium-ion battery 65mAh Charging case: Lithium-ion battery 410mAh
Power input	Olive: DC (DC) 5V, 130mA Charging case: DC(DC)5V, 410mA
Usage time	- Usage time calculated based on a volume level of ○%. - Charging time Main unit ○ hours / Charging case ○ hours ※ Battery life may vary depending on environment and usage factors such as distance between communicating Bluetooth devices.
Size and weight	Olive: 20mm × 20mm × 31mm / 7g Charging case: 66mm × 23mm × 45mm / 28g
Main unit and accessories	- Olive unit for left ear x 1 Olive unit for right ear x 1 - Charging case x 1 - 1 USB Type-C cable - Urethane Eartips: Small, Medium, Large (x2 for each size) (Size M is attached to the left and right Olive at the time of purchase)
Compatible models	Compatible with iOS 11 or later, Android 4.4.3 or later. Usage at a distance of ● meters is not guaranteed to work. Compatibility with older or newer versions is not guaranteed. Compatibility with old Bluetooth standards is not guarantee. Bluetooth radio waves may interfere with other radio waves. Please make sure to set up indoors.

Step 1. Check The Olive And Accessories

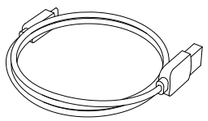
● **Olive**
(Left ear ×1、Right ear ×1)



● **Charging Case ×1**



● **USB Type-C cable ×1**



※ Please make sure to use the included cable.

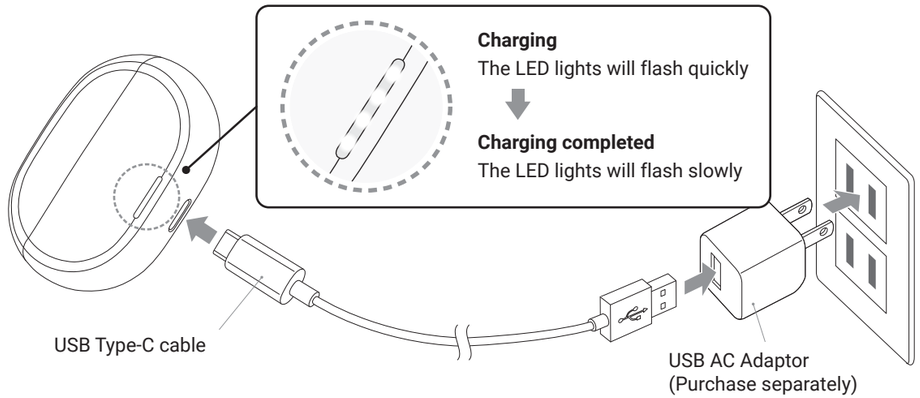
● **Urethane eartips ×4**

S/L size 2 each

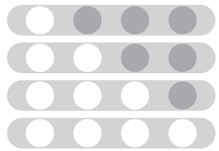
※ Size M is attached to the left and right sides at the time of purchase.
※ S-size Red / M-size Green / L-size Blue

Step 2. Charging Your Olive

① Put the Olives into the charger, close the lid, connect the cables, and charge for 1 hour.



② The amount of remaining charge in the Olive Charging Case can be checked by opening the case and looking at the LED light display below.



0~25%
26~50%
51~75%
76~100%

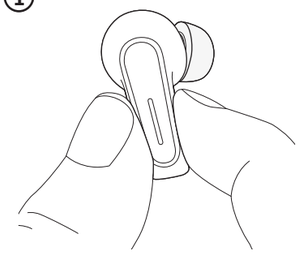
How do I charge my Olive on the go?

Your Olive can be charged at anytime by returning them to the portable Charging Case.
The Charging Case can hold ~2 full charges, and both earbuds can be fully recharged in around 1 hour.

Step 3. Wearing Your Olive

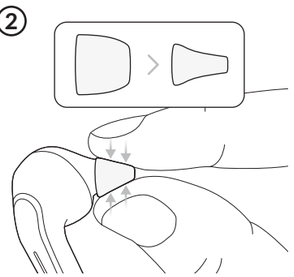
For an authentic sounding Olive experience, make sure to choose the best fitting eartip and install it correctly.

①



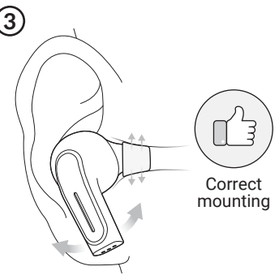
Remove the Olive from the case and grasp it from the sides.
※Be careful not to touch the touchpad

②



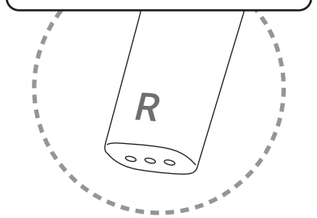
Pinch the urethane ear tip with your fingers so it shrinks. It will expand once fit into your ear, creating a tight fit and seal.

③



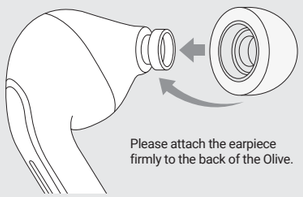
Insert the Olive SmartEar Pro into your ear canal, gently twisting and rotating them to ensure a deep and secure fit.

The **[R]** at the bottom of the earbud indicates the right earpiece.



What if Olive doesn't fit my ears?

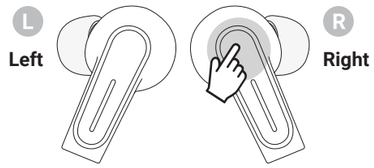
Finding the right fit for your Olive is very important.
Make sure to try all 3 sizes (S, M, and L) to find the best comfort and fit.



Step 4. Powering On Your Olive

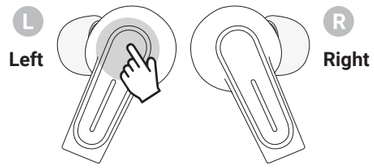
① With the Olive in the charging case, open the lid of the charging case and the olive automatically powers on. Place the olives in the charging case and close the lid to turn the Olives off.

② After charging your Olive, please try the touchpad.



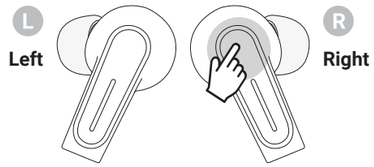
Turn on Hear mode

Press and hold the right ear for a long time.



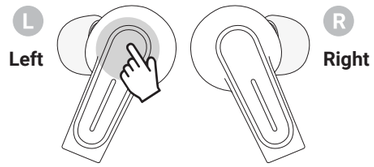
Turn off Hear mode

Press and hold the left ear for a long time.



Lower volume

Tap the right ear twice.



Raise volume

Tap the left ear twice.

Step 5. Install the Dedicated Olive Application

While your new Olive may perform well on it's own, use it with the "my Olive" App to experience the full potential of your Olive. Follow the instructions below to download the "my Olive" App.

①

Please open your smartphone's camera app.

②

Aim the camera at the QR code above. Once read, the "mt Olive" App download screen should appear.

③

Please tap the pop-up or link that appears to transition to the "my Olive" App installation screen.

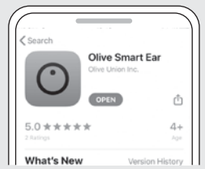
If I'm having trouble reading the QR Code?

Please search for **"my Olive"** in the AppStore or GooglePlay and download the apps shown to the right.

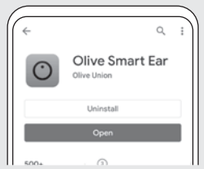
my Olive

Try Olive's exclusive app right now.

iPhone / iPad



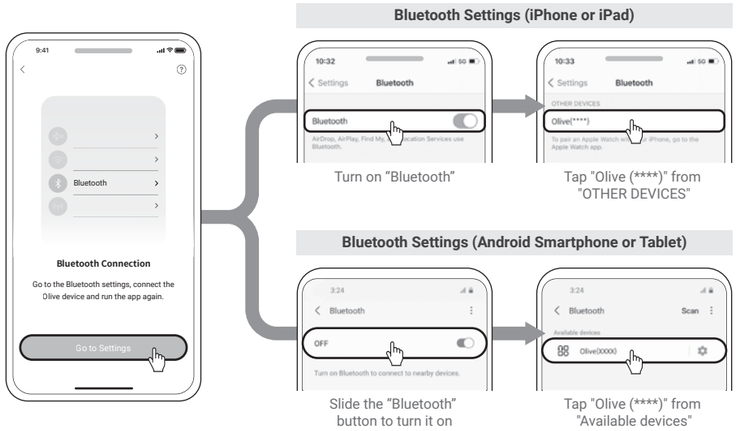
Android



Step 6. Registering Your Olive With The “my Olive” App

① **Open the “my Olive” App and follow the instructions on the screen to begin registration.**

② **When the Bluetooth connection screen appears, touch 'Go to Settings'. When the smartphone's Bluetooth settings screen opens, follow the guide below to pair Bluetooth.**



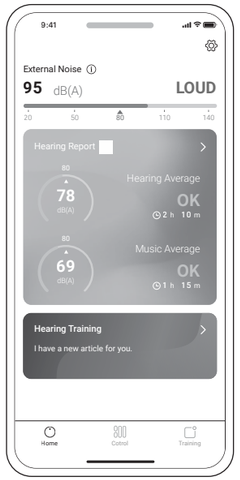
③ **Once Bluetooth connection is complete, return to the “my Olive” App and continue to follow instructions.**

④ **If ○○ is displayed, then your Olive has successfully been registered!**

What if the connection failed and I can't complete registration?
Please refer to "Bluetooth connection does not work/disconnects in the middle" at the top right.

Step 7. Using Your “my Olive” App

The “my Olive” App comes with a variety functions that will help take your Olive experience to the next level.

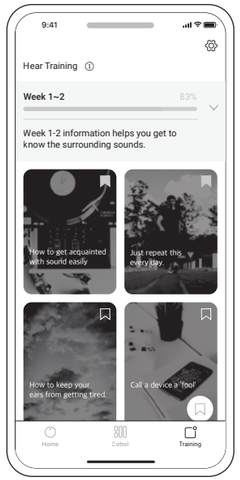


Home Screen

Here you can access your hearing report for a detailed rundown on just how much sound and noise you've recently been exposed to and whether it's unhealthy or not.

Control Screen

Run your hearing diagnostics and optimize your equalizer settings for personalized hearing. You can also switch modes, adjust or control external sounds, and more from the Control Screen.



Training Screen

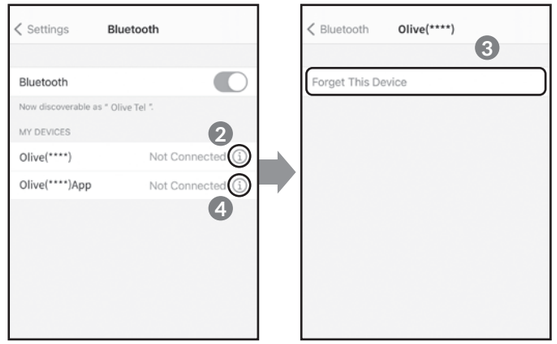
Learn the ropes and get the most out of your Olive with our easy to follow explanations on how to use the “my Olive” App.

Bluetooth Connection Troubleshooting

If Bluetooth is not connected or disconnected, reset the Bluetooth connection on your smartphone.

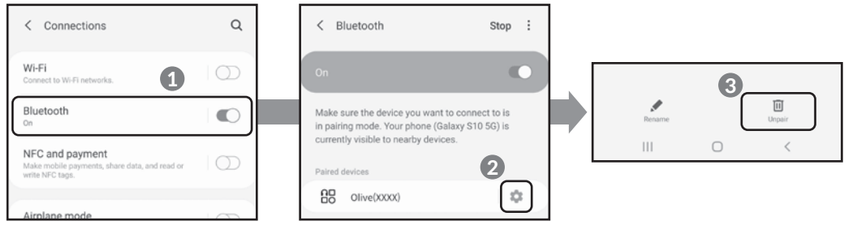
For iPhone

1. Settings > Open Bluetooth
2. Touch the ⓘ on the right side of Olive(****) under “MY DEVICES”.
3. Touch "Forget This Device".
4. The Olive(****)App will also be automatically removed.
5. Uninstall and reinstall the "my Olive" app.
6. Please try pairing again



For Android

1. Settings > Connected Devices > Bluetooth
2. Under Paired Devices, [Touch the ⚙ Mark at the Right Side of Olive(xxxx)]
3. Touch “Unpair”



※ If the above instructions do not help, please uninstall the “my Olive” app, restart your smartphone, and try again from the beginning.

Additional questions:
Answers to other FAQ are posted on the product website below.
https://www.oliveunion.com/us/faq/

Important Safety Precautions
Please read and keep all safety, security, and use instructions.

The following section contains important information regarding safe use. Please read the following carefully before use. In addition, this instruction manual contains excerpts of particularly important items. Please check our website for the full text. If you have trouble finding the full text,
Please contact customer support at **(Tel) 0570-200-303**

Description of Symbol

⚠ **Warning**
Symbol indicates information that, if ignored, could possibly result in serious illness or even death.

⚠ **Caution**
Symbol indicates information that, if ignored, could possibly result in personal or property damage.

⊘ **Prohibition**
Symbol indicates usage or action that should be avoided.

■ Handling of the main unit, charger, and other accessories

⚠ **Warning**

⊘ **Never attempt to disassemble, remodel, or repair the product yourself.**
There is a possibility of fire and/or injury.

⊘ **Do not use at unnecessarily loud volume.**
Use at a high volume for extended periods of time may cause hearing loss or exacerbate existing hearing loss.

⊘ **Do not expose this product to water, liquids, or moisture.**
Do not use wet hands to handle the product.
Contact with liquids may result in electrical shock, failure, and injury.

⊘ **Do not attempt to use with outlets or outlet strips that would exceed the safe, rated value.**
Overloading an electrical circuit can result in fires.

⚠ **Caution**

⊘ **Do not hit, crush, or use excessive force with the product.**
Also, do not handle the parts roughly, such as forcibly pulling them.
Rough and improper use can cause damage, electric shock, fire, and accidents.

⊘ **Storage in the following places may cause electrical shock and failure and should be avoided.**
Areas with extremely high or low temperatures/Close to heat sources and fire such as heating appliances/Hot or humid places such as bathrooms/Very dusty areas/Outdoors or in direct sunlight/Near harmful substances/Near slippery substances (grease, oil, 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.

⊘ **Use of the product in the following ways can cause unexpected accidents, injuries, or physical damage. Do not allow children or people who require supervision to use. Furthermore the product contains small pieces which should be kept out of reach of children due to choking hazard.**
Do not lend or borrow this product. Do not continue to use if broken or damaged. Do not use while sleeping.

■ Check before use

If you fall under any of these eight categories, please refrain from use and ask an otolaryngologist for a diagnosis.

1) Has damage or deformity due to surgery, injury, etc...
2) Otorrhea has occurred within the last 90 days due to otitis media.
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.

■ Care Procedures

Before and after use, clean the main body with a dry and clean cloth or brush.

■ About Product Disposal

Please dispose of the product in an appropriate way according to the instructions of the local government or municipality.

FCC ID : 2AOLHOSE300M
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.

FCC Compliance Statement(Part 15.19 (3))
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.

FCC Interference Statement(Part 15.105)
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 correct the interference by one 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 which the receiver is connected. • Consult the dealer or an experienced radio/TV technician for help.

FCC Caution
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Warranty

Product	Olive SmartEar Plus
Warranty Period	Purchase Date Month | Day | Year
Retailer	Name of Retailer : Address : Phone Number :

Warranty Policy

■ **In the unlikely event that a problem or failure occurs within the warranty period, please contact Olive Customer Support.**

Warranty Period: 1 year from date of purchase.
If the product breaks down under normal usage during the warranty period, we will replace it for free. However, consumable parts and accessories are not covered by the warranty.
Consumable parts: Eartips Accessories: USB cable

■ **For the following cases, even if within the warranty period, replacement and repairs will require payment.**

1. If warranty information is not properly filled out.
2. If this document has been lost, or the wording of this document has been modified.
3. Failure or damage caused by misuse or improper repair or modification.
4. Natural disasters such as fire, earthquake, flood, lightning, etc. Furthermore, pollution, abnormal voltage, or damage from the usage of an undesignated power supply.
5. Damage caused by carelessness of the customer or failure caused by improper repair, decomposition, or modification.
6. Failure or deterioration due to use that is not in accordance with this manual.
7. Exchange of consumables and accessories.

■ **This warranty is only valid in the United States of America.**
This manual & warranty will not be reissued, so please keep it safe and secure.

[Contact Us] Olive Customer Support
Tel. **0120-200-303**
E-mail. **support_us@oliveunion.com**