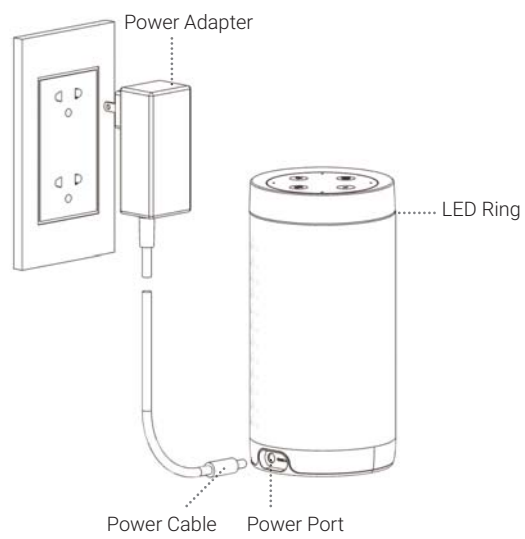


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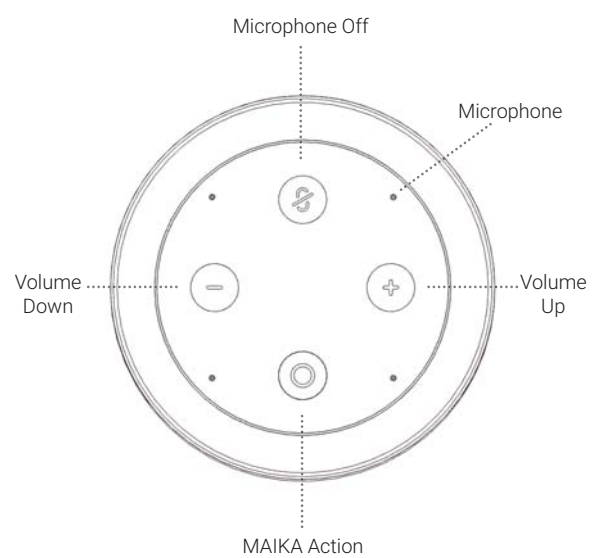


Cho khoảnh khắc diệu kỳ

OLLI MAIKA SPEAKER



OLLI MAIKA SPEAKER



SETUP YOUR OLLI MAIKA SPEAKER

Step 1: Make sure you place your OLLI MAIKA Speaker at a location with strong WiFi signal and that there is no nearby devices causing WiFi interference such as wall, glass or metal object.

Step 2: Download and install the latest version of MAIKA app from Apple App Store or Google Play Store.



Step 3: Open MAIKA app, go to **Device (Thiết bị) > Add new device (Thêm thiết bị mới)**, and follow the instruction on the mobile app to setup your speaker.

Notes: Turn off 4G/5G/LTE on your smartphone before starting setup the speaker. The content of this user manual may not include the latest update of OLLI MAIKA Speaker. For the latest information, please visit our official website www.oli.vn.

TALK TO YOUR OLLI MAIKA SPEAKER

To start communicating with your OLLI MAIKA Speaker, simply say **"Maika oi"**, for which the speaker will answer with a **sky blue LED**, and tell your request.



SAMPLE REQUEST TO ASK YOUR OLLI MAIKA

Volume control

Maika ơi, âm lượng <number from 1 to 10> (Ex: "âm lượng 7")

Increase/decrease volume (2 levels as default)

Maika ơi, [tăng | giảm] âm lượng

Increase/decrease volume with a specific number

Maika ơi, [tăng | giảm] âm lượng 3 mức

Maximize volume

Maika ơi, âm lượng tối đa

Play music

Maika ơi, mở nhạc

Play next content in playlist

Maika ơi, tiếp theo

Stop audio

Maika ơi, [tắt đi | dừng lại | im lặng | tắt tiếng]

Resume audio

Maika ơi, mở lại

Turn off microphone

Maika ơi, tắt micro

Turn on Bluetooth discovery mode

Maika ơi, bật Bluetooth

BEST PRACTICE WITH “MAIKA OI” WAKE WORD


1. Take note on your OLLI MAIKA Speaker location

- Reduce the noise of surrounding environment where you place your speaker.
- Place your speaker at a location with less noise interference. Avoid placing your speaker close to air conditioner, refrigerator, exhaust fan, or sources that emit noise continuously.
- Recommend to put your speaker close to soft materials such as fabric, mattress, foam.

2. Improve input audio quality

- Talk to your speaker slowly to avoid missing voice.
- Pronounce correctly and clearly each word in the wake word.
- Say wake word loudly, especially when the speaker is playing music.
- Stand close to the speaker when talking.



If your MAIKA Speaker is still not listening to the wake word well

- MAIKA may not work well temporary since its surrounding environment is so noisy. Please use MAIKA Action  button to activate it or try again later.
- Your OLLI MAIKA Speaker might encounter some issue. Please contact our Customer Service for assistance.

BLUETOOTH CONNECTIVITY

OLLI MAIKA Speaker can be used as an external speaker for your smartphone, laptop or media player via Bluetooth.

How to connect to OLLI MAIKA Speaker Bluetooth:



Step 1: Press and hold MAIKA Action  and Volume Up  buttons at the same time for 2 seconds or say ***"Maika ơi, bật Bluetooth"*** to enable Bluetooth discovery mode. Speaker will play a notification sound with **spinning blue LED**. It will also automatically connect to the most recent connected device (if any).

Step 2: Open Bluetooth application on your smartphone, laptop or media player. Find and connect to the speaker Bluetooth name which is same as your speaker name. The LED ring will blink once and turn off. Your speaker will also play the voice *"Thiết bị được kết nối thành công"* to indicate the Bluetooth connection has connected successfully.



Bluetooth discovery mode will automatically end after connecting successfully or timeout in 45 seconds.

VOLUME CONTROL

General information:

- OLLI MAIKA Speaker has 10 volume levels from 1 to 10.
- To increase or decrease volume, press Volume Up  or Volume Down  button or simply say the request listed in page 6.
- Increase/decrease volume by voice will adjust 2 levels.
Increase/decrease volume by buttons will adjust 1 levels.
- Volume will change back to level 6 as default after factory reset.

How to turn off volume:

- To turn off volume, press Volume Down  button until it reaches level 0.
- If the volume is turned off, press Volume Up  button to increase it back.
- You still can talk to your OLLI MAIKA Speaker as usual when the volume is turned off. All speaker's features remain working normally. However, you won't hear any response sound.
- If the volume is turned off, LED ring will show **steady yellow** color to indicate.

TROUBLESHOOT WIFI CONNECTION ISSUE

If your OLLI MAIKA Speaker loses WiFi connection, LED ring will show **steady orange** color to indicate. You cannot communicate with it properly anymore. Follow below instructions to resolve it:

1. Restart your speaker

Verify to confirm your WiFi network is working properly. Unplug your speaker's power cable and plug in again after 10 seconds. Your speaker will automatically reconnect to the WiFi network.

2. Re-configure WiFi connection



You can go to **Device identity (Nhận dạng thiết bị)** function on MAIKA app and select **Re-configure WiFi connection (Thiết lập lại kết nối WiFi)** option to setup your speaker to an old or new WiFi network.

3. Setup speaker again

If (1) and (2) can't resolve lost WiFi connection issue, please factory reset your speaker to setup it with MAIKA app again.



If your OLLI MAIKA Speaker still loses WiFi connection, please contact our Customer Service for assistance.

STOP COMMUNICATING WITH YOUR MAIKA

You can mute your speaker's microphone if you want to stop communicating with it temporary. To do that, press Microphone Off  button on the speaker. To unmute it, press Microphone Off  button again.



Take note when the microphone is muted:

Your OLLI MAIKA Speaker won't listen to **"Maika oi"** wake word anymore. It won't respond to any voice commands also.

- If there is incoming call: Your speaker will play incoming call sound as usual. You need to press MAIKA Action  button to accept the call and unmute microphone if you want to talk.
- If there is Reminder/Alarm happen: Your speaker will play the event notification normally. You need to press MAIKA Action  button to turn it off.
- Scenes/routines that have been setup before will work normally.
- LED ring will always show **steady red** color to indicate until the microphone is unmuted.

FACTORY RESET OLLI MAIKA SPEAKER

You may need to do factory reset your speaker to original state in some cases. Follow below instructions to do that:

- Press and hold Volume Up  and Volume Down  buttons at the same time.
- LED ring will show **spinning orange** color after 1.5 seconds. Keep holding the buttons.
- LED ring will blink for 2 times after 10 seconds; Speaker is doing factory reset. You can release the buttons now.
- After finishing factory reset, LED ring will show **steady white** color: Speaker is restarting.
- You can setup your speaker with MAIKA app after it finishes restarting.

In addition, you can do factory reset via MAIKA app. Go to **Device (Thiết bị)** > select speaker > **System (Hệ thống)** > **Factory reset (Khôi phục cài đặt gốc)**.

FIRMWARE UPDATE

We are regularly updating the firmware for OLLI MAIKA Speaker in order to improve user experiences. This process will be done automatically by the speaker itself. After finishing updating, the device will auto restart to have the changes take effect. It will do the restart at midnight to avoid impacting user experiences.

When the speaker is updating firmware, LED ring will show **spinning orange** color. Please do not unplug your speaker's power during this process.

To check firmware version of your speaker from MAIKA app, go to **Device (Thiết bị)** > select speaker > **System (Hệ thống)**.

SAFETY PRINCIPLE

- Keep the speaker from dropping or crashing.
- Do not use a power supply other than the speaker specifications.
- Do not tear down the speaker or its power adapter.
- Do not place the speaker under the sunlight directly or in a high temperature environment.
- Do not place the speaker in a wet place or close to the water.
- Do not clean the speaker with corrosive chemicals.
- Not recommend to open audio with maximum volume for a long period.
- Observe environmental protection regulations when discarding and recycling the speaker and its accessories, materials, and packaging.

CUSTOMER SERVICE

When using OLLI MAIKA Speaker, if you need any support, please contact our Customer Service for assistance via following channels:

1. Call our hotline 1-900-055579

Hotline working hour is from 10:00 AM to 07:00 PM daily, except public holidays.

2. Contact our official fanpage

You can send message to our official fanpage at <https://www.facebook.com/olli.vn> for instant assistance.

3. Chat with our Customer Service on MAIKA app

From MAIKA app, go to **Support (Hỗ trợ) > Chat with Customer Service (Trò chuyện với nhân viên chăm sóc khách hàng)**.

For non-urgent requests, you can send email to hotro@olli-ai.com or use feature **Support (Hỗ trợ) > Feedback (Phản hồi)** from MAIKA app.

DEVICE WARRANTY POLICY

OLLI MAIKA Speaker is free warranted against defects in materials and workmanship caused by manufacturer or new software issues happen under ordinary consumer use for 12 months.

This warranty policy is not eligible for the speakers that are subject to:

- Damaged caused by accident, misuse.
- Damaged caused by natural disaster, fire, earthquake, or other objective causes.
- Scratched, cracked, broken, dented due to crashing or dropping.
- Damaged caused by using a power supply other than the speaker specifications.
- Damaged caused by placing the speaker in a place subject to high temperature and humidity, or contact with liquids.
- Hardware and/or mechanical and/or firmware are modified without OLLI permission.

If your speaker is not eligible for this warranty or out of warranty, you still can send it to us for repair. The repair cost varies depending on the extent of the damage to your speaker.

HOW TO OBTAIN WARRANTY SERVICE

OLLI MAIKA Speaker is applicable for electronic warranty of 12 months from the date of activation for defects caused by the manufacturer. Follow below instructions to obtain warranty service for your device:

1. Use a shipping service

From MAIKA app, go to **Support (Hỗ trợ) > Request warranty service (Tạo yêu cầu bảo hành)** and follow the instruction on the app. Our shipping partner will come to pick up your device.

Notes: Please pack the speaker carefully to avoid damage during shipping. To be on the safe side, we recommend using its original box for packing.

2. Contact our official fanpage

You can send message to our official fanpage at <https://www.facebook.com/olli.vn> for warranty request.

3. Bring the speaker directly to our store

You can bring the device to our warranty collection point at:

OLLI showroom

88 Bach Dang Street, Ward 2, Tan Binh District, Ho Chi Minh City, Vietnam

Notes: Our warranty collection point may be subject to change. For the latest information, please visit our official website www.olli.vn or go to **Support (Hỗ trợ)** on MAIKA app or contact us directly.

COMMITMENT TO CONFIDENTIALITY

We are committed to the confidentiality of users' information and absolutely do not buy, sell or exchange with third parties rights under the Vietnamese law.

Only audio data captured while the speaker is in Listening Mode is sent to our server for processing. At other times, the speaker just waits for the voice command **"Maika oi"** from the user and does not save or send the audio data out.

To know exactly what information about the voice activities history is saved, you can go to the MAIKA app > **Device (Thiết bị)** > select speaker > **My Activity (Lịch sử tương tác)**.

DEVICE SPECIFICATION

- Production name: OLLI MAIKA SPEAKER.
- Model name: MK100B.
- Size: 96 x 96 x 191.5mm.
- Weight (power adapter excluded): 650gr.
- Material: Polycarbonate, polyester fabric, rubber.
- Wi-Fi 802.11a/b/g/n/ac (2.4 GHz/5 GHz) and Bluetooth® 5.0.
- WiFi output power: < 20dBm.
- Full range speaker 4Ω 15W; 2 x Passive radiator.
- 4 elements microphone array.
- Dual-core Cortex A53 1.0 GHz, 256MB SDRAM, 512MB flash.
- Adapter: Input: 100-240VAC, 50/60Hz; Output: 12VDC-2A; Cable length: 1.5m.
- Indoor use at 0-40 degrees Celsius and 10-90% humidity.
- Virtual Voice Assistant: MAIKA (Vietnamese).
- Supported App: "MAIKA - Trợ Lý Ảo Tiếng Việt" on Apple App Store and Google Play Store for iOS 11.0 & Android 7.0 and later versions.

COMMON QUESTION

Can I change "Maika oi" to a different wake word?

We do not support it currently.

My speaker shows sky blue LED without wake word trigger

Speaker's surrounding environment sometimes has sounds that are almost same as "Maika oi" or exactly "Maika oi" but come from other sources such as television, radio, etc... This causes false wake word triggered.

Sometimes MAIKA auto answers without my request

Same as above, MAIKA is accidentally triggered due to surrounding environment sounds. So, your speaker replies.

My speaker makes a crackling sound when playing music







Probably your speaker has an issue with sound component. Please contact our Customer Service for assistance.

My speaker makes "beep" sound when unplugging the power

This is normal speaker behavior, so you don't need to worry.













LED RING EFFECT



LED RING	OLLI MAIKA SPEAKER STATUS
White Spinning	Speaker is booting up This process may take up to 1 minute. Please wait for the speaker to finish booting up.
Red Steady	Microphone is muted In this state, your speaker won't listen to any voice request. Press  button to unmute it.
Orange Steady	Speaker loses WiFi connection Check your WiFi network or connect your speaker to another WiFi. Orange LED ring will turn off after 30 seconds.
Blue Spinning	Speaker is ready for Bluetooth connection Blue LED ring will turn off after 45 seconds if there is no Bluetooth device connected successfully.
Green Steady	Speaker is in calling mode Press  button or say "Maika oi, tắt đi" to drop the call.
Green Spinning	Speaker is receiving an incoming call Press  button or say "Maika oi, nhận cuộc gọi" to accept the call. Press  button or say "Maika oi, tắt đi" to reject it.
Light Green Spinning	There is Reminder or Alarm event executing Press  button or say "Maika oi" to turn it off
Yellow Steady	The volume is turn off Press Volume Up  button or say "Maika oi, tăng âm lượng" to increase the volume back.


BUTTON





BUTTON	FUNCTION
	Activate Confirm
	On/Off microphone Cancel operation
	Volume up
 1s	Play next audio
	Volume down
 1s	Play previous audio
 +  2s	Turn on Bluetooth discovery mode
 +  2s	Turn on WiFi setup mode
 +  10s	Factory reset


CONTACT US

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 <https://www.facebook.com/olli.vn>

 <https://olli.vn>

Please visit OLLI MAIKA at:



Website OLLI



Fanpage OLLI MAIKA

Thank you. We wish you have new miracle moments with our smart speaker with virtual voice assistant OLLI MAIKA!



Cho khoảnh khắc diệu kỳ

FCC Compliance Notice

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.

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

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.

FCC Radiation Exposure Statement

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.