Olive Air User Manual

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1. Manual cover

2. Instruction for use

Instruction For Use (Olive Air OTC) by Olive Union Inc.

Thank you for using Olive Air.
This product is a medical device. Your hearing aids are consumables and will age differently depending on how you care for them. We recommend that you keep this manual and refer to it whenever you need to, and that you familiarize yourself with how to use and care for your hearing aids before you start using them, so that you can use them more easily and conveniently.
We recommend that you view your product in a well-lit room to read the labeling. If you have any questions, please contact your retailer or OliveUnion headquarters or visit the official OliveUnion website below.
Please note that failure to follow the contents below may result in damage or malfunction of the product, or even injury, and that it is difficult to compensate for damage and accidents caused by user negligence.
The publication date of the user manual OU-IFU-002 is June 28, 2024.
If the user manual is more than 3 years old, please contact Olive Union to see if there is any additional information you need. If you have any questions about using the product, please contact OliveUnion.

Manufacturer
Partron Vina Co., Ltd. (Dong Soc Branch)
Plot CN03-03, Dong Soc Industrial Cluster,
Tu Trung Town, Vinh Tuong District,
Vinh Phuc Province, Vietnam

Legal Manufacturer
Olive Union Inc.
5, 6th floor, 24, Banpo-daero 28-gil,
Seocho-gu, Seoul, Republic of Korea
www.oliveunion.com

3. Product Specification

1. Product Name: Hearing Aids
2. Brand Name: Olive Air OTC
3. Model Name

Olive Air OTC Model Name	Etc.(Color)
OU0P030303 / OU0P030304 / OU0P030305	OU0P03XX03 XX:01(Natural), 02(White), 03(Black), 04(Orange), 05(Blue). 06(Red), 07(Gray) 08(Pink), 09(Sliver), 10(Yellow), 11(Gold), 12(Green)

4. General Information

Product Name	**Specifications**	
Hearing Aid	Rated input	Internal power, Lithium-ion coin cell , DC 3.85 V / 70mAh x2

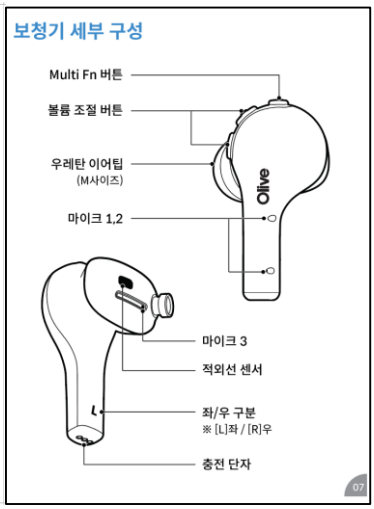
	Radio frequency (RF)		2402~2480 MHz
	IP grade		<IPX4>
	RF test temperature		0℃ ~ 50℃
	Operating mode		Continuous mode
	Electric shock protection		Internally powered device, Type B Applied part
	Contact duration	Charging	1s≤ ~ <10s
		Operating	10min≤
	RF specification		Bluetooth v5.3
Charging Case	Rated output		DC 5 V / 0.5A
	Rated input		DC 5 V / 1A
	Charging method		USB cable / Wireless charging
	Electric shock protection		Class II ME equipment or Internally powered ME equipment
	Contact duration		1 초≤ ~ <10 초
	Battery	Battery type	Lithium-ion Polymer rechargeable battery pack
		Duration time	5 Hours (0.2C discharged)
Date of manufacture	As shown on the label		
Country of manufacture	Vietnam		

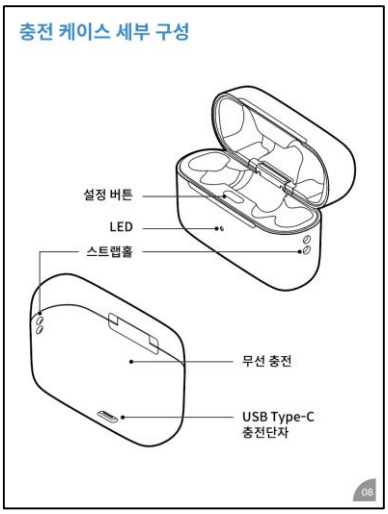
5. Intended User Profile
Please read the information on the following pages before using your hearing aid.
Intended use: The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing.
Indications: Presence of hearing loss. Presence of hearing loss in combination with tinnitus.
Contraindications: Evidence of active or chronic middle or outer ear pathology, chronic drainage or discharge, evidence of chronic inflammation. A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.
The hearing aid is suitable for home healthcare.
Target population: The target population is primarily the adult population over 18 years of age.
Individuals with cognitive impairment will require constant supervision by a caregiver.
The target audience for the Olive Air software feature is adults 18 years of age and older who want voice amplification.
Any serious incident that has occurred in relation to the hearing aid, should be reported to the manufacturer representative and the competent authority of the state of residence.

6. Product usable period: The internal battery of the hearing aid is guaranteed to be usable for at least one year.

7. How hearing aids work: Airway-type hearing aids are hearing aids for people who are hard of hearing in some of the audible frequency bands and improve their hearing condition with use. It collects external sounds through a microphone and amplifies and compresses speech according to each user's hearing condition through an internal hearing aid algorithm to compensate and assist with deficient hearing conditions.

4. Olive Air OTC Overview





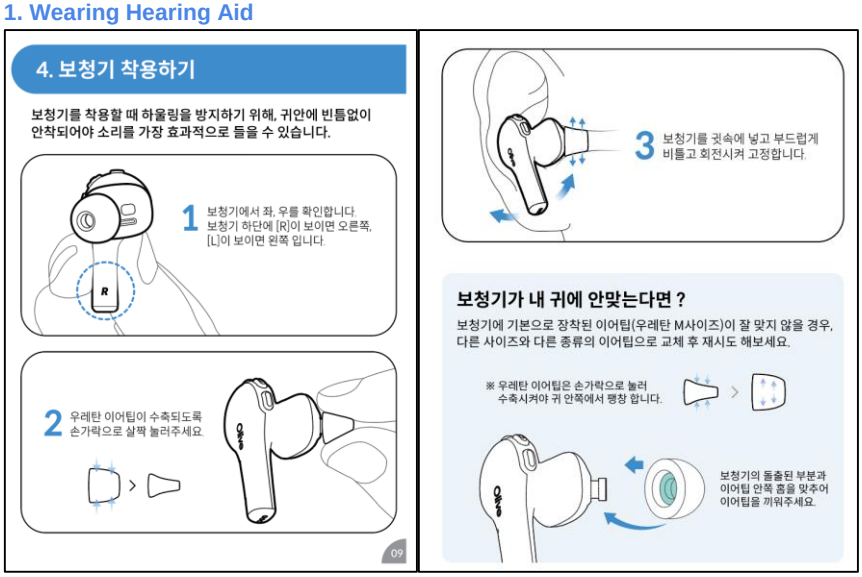
Hearing Aid (Left/Right)	Charging Case	USB Type-C Cable * Please make sure to use the included cable.
Urethane Eartips (4 Pairs) * M size eartips are attached to the hearing aid at the time of purchase. * XS Yellow / S Orange / M Green / L Blue / XL White	SpinFit Eartips (3 Pairs) *S Orange / M Green / L Blue	Silicone Eartips (1 Pair)

Urethane Eartips	SpinFit Eartips	Silicone Eartips

- Made of urethane and highly shielding, it reduces howling feedback (noise) when using hearing aids.	- They are made of silicone and are softer to wear than urethane eartips.	- They are made of silicone and have a membrane to prevent blockage of the ear canal when using hearing aids.
Hearing Aid material: PC (PolyCarbonate)	Charging Case material: PC (PolyCarbonate)	

5. Preparing to use Olive Air OTC

1. Wearing Hearing Aid

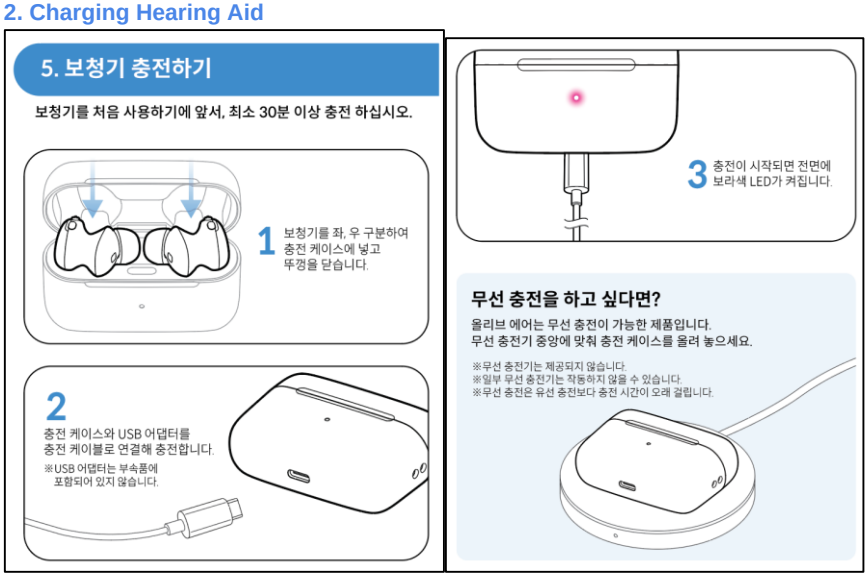


To prevent howling feedback (noise) when wearing hearing aids, the eartips must fit snugly inside the ear to hear sound most effectively.

Check the left/right side of the hearing aid. The left hearing aid is marked with [L] and the right hearing aid is marked with [R].	Gently press down with your finger to deflate the urethane eartips. * The urethane eartips must be deflated to expand inside the ear.	Insert the hearing aids into the ear and twist gently to secure it.

- What if the Hearing Aids don't fit my ears?
If the eartips (size M urethane) that come with your hearing aids don't fit your ears well, try different sizes and different types of eartips to find the right fit.
*When replacing the eartip, align the protruding part of the hearing aid with the groove on the inside of the eartip.

2. Charging Hearing Aid



Before using your hearing aids for the first time, charge them for at least 30 minutes to ensure smooth operation.

* Use an adapter that meets the specifications of IEC 60601-1 or 60950-1 or 62368-1-1. (Class II, 5 Vdc, Min. 1 A)

Place the hearing aid in the charging case by dividing it into left and right, and close the lid.	Connect the charging case and USB adapter with the charging cable to charge. * The USB adapter is not included in the accessories.	The front LED lights up when charging begins.

- Want to charge wirelessly?

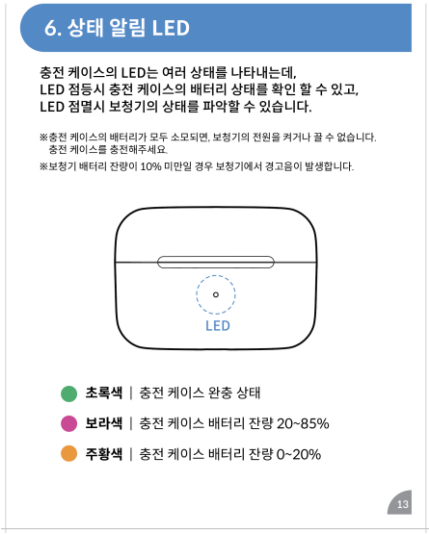
Olive Air OTC can be charged wirelessly. Place it on the wireless charger with the LED side of the charging case facing up.

*Wireless charger not included with Olive Air OTC.

*Some wireless chargers not compatible.

*Wireless charging may take longer than wired charging.

3.Charging Case LED Status Light

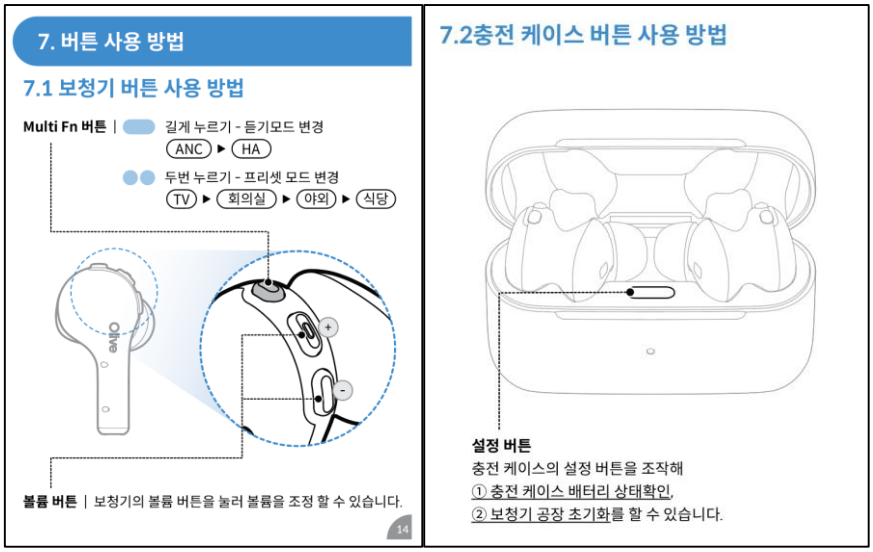


The Charging Case's LED light indicates different information. A solid color indicates the status of the Charging Case, and a blinking light indicates status of the Hearing Aid.

* When the Charging Case's battery has run out of charge, the Hearing Aids can not be turned on or off. Please charge the Charging Case ASAP.
*When the Hearing Aid battery is less than 10%, a warning sound is produced from the hearing aid.

- Green: Charging case is fully charged
- Purple: Charging case battery level (20-85%)
- Orange: Charging case battery level (0-20%)
- Blinking blue: Hearing aid manual pairing status
- Blinking orange: Hearing aid factory reset status

4. Olive Air OTC Setting Buttons



Hearing Aids
Multi-Function button:
- Single Click: play/pause music, answer a call
- Double Click: Change Hearing Mode (TV, Meeting Room, Outdoor, Restaurant)
- Long Click: Turn on Hear-Thru/ANC, reject/end call
Volume buttons: Adjust the volume of your hearing aids and the volume of music, video, and calls.
* With bump is volume up (+), without bump is volume down (-).

Charging Case
Setting Button : By using the Setting Button on the Charging Case, you can check the battery status of the Charging Case and, hearing aid manual pairing, and hearing aid factory reset.

- Check Battery Status of Charging Case
Press the Setting Button once to check the Charging Case's battery status through LED.
* Orange : 0~20% / Purple : 20~85% / Green : Charging case is fully charged

- **Hearing aids Manual pairing**
  Turn on Manual Pairing to easily connect the Hearing aids to a new device.
  1. Put the Hearing Aids into the charging case and press the setting button for 3 seconds.
  2. While in Manual Pairing, the LED will turn blinking blue.

- **Hearing aids Factory Reset**
  If your Hearing Aids are not working or you are having trouble using them, you can factory reset your Hearing Aids.
  1. Put the Hearing Aids in the Charging Case and press the Setting Button for 7 seconds or more.
  2. When the factory reset is complete, the LED will turn blinking orange, then blinking blue.

6. My Olive app

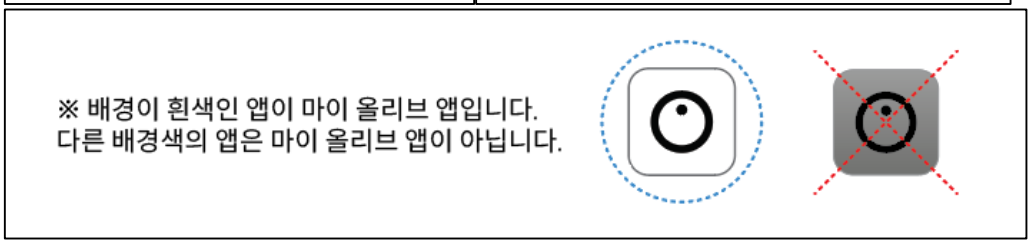
US
When you use Olive Air with the My Olive app, you can experience a wide range of features. You can adjust the volume, change the Hearing Mode, Hear-Thru On/Off/ANC, as well as AI Presets that recommend hearing settings based on a survey, customize the EQ of the sounds you hear, control noise, and use "Care" to help alleviate tinnitus.

JP
When you use Olive Air with the My Olive app, you can experience a wide range of features. You can adjust the volume, change the Hearing Mode, Hear-Thru On/Off/ANC, optimize the sound to suit you, use AI Presets that recommend hearing settings based on a survey, customize the EQ of the sounds you hear, control noise, use 'Training' with various games that stimulate hearing and brain, and use 'Care' to help alleviate tinnitus.

1. Connecting Olive Air OTC with the My Olive app

To use Olive Air with the My Olive app, you can install the My Olive app on your smartphone and connect it to Olive Air via Bluetooth. Follow these steps to connect your Olive Air with the My Olive app.

1. Download the My Olive app

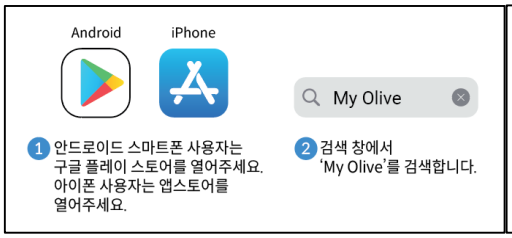


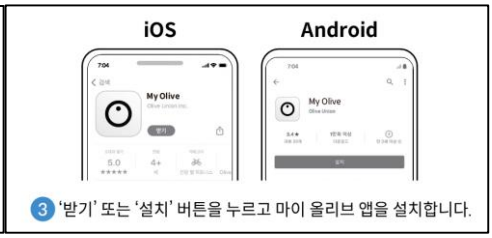
* The My Olive app is a free application. Data charges may apply when downloading and using the app.
* In environments such as 3G/4G/LTE/5G that are not Wi-Fi environments, data charges may apply to downloading and using apps.

- Install using a QR code

Open the camera on your smartphone.	Focus the camera on the QR code shown in the current step and scan it.	Tap the notification or link that appears on the screen to open the App Store or Google Play Store.	Tap the 'Get' or 'Install' button and install the My Olive app.

1.1 If the QR code is difficult to scan



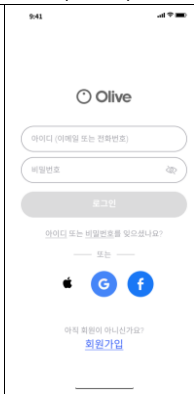
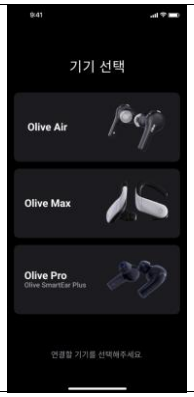


If you have an Android smartphone, open the Google Play Store. For iPhone users, open the App Store.	Search for "My Olive" in the search bar.	Tap the 'Get' or 'Install' button and install the My Olive app.

* Install an app named "My Olive" with a black olive shape on a white background.
If your smartphone has a lower operating system version, the My Olive app may not be able to be installed or detected.
The iPhone requires iOS 14 or later and the Android OS requires 7 or later.

2. Sign up for the My Olive app

* If you are already registered, please proceed to login.

				
①Check Bluetooth and push notifications and press the 'Next' button. * For Android smartphones, also check Call Permissions Request.	②Select "Social Login" or "Create an account" to sign up.	③If you selected 'Create an account', enter the username and password you want to use, then press the 'Next' button. * Be careful not to forget your password.	④Read the terms and conditions, check each box, and hit the "Agree and Sign Up" button.	⑤After entering your name and phone number, hit the 'Send' button and a message with an SMS code will be sent to the phone number you entered.
				
⑥Open the Messages app on your smartphone and check to see if the SMS code has arrived.	⑦Back in the My Olive app, enter the SMS code from the message and tap the 'Next' button.	⑧After entering the additional information, press the 'Done' button.	⑨Once you're logged in, the Select a device screen appears.	

- What if I can't sign up?

If you can't or don't want to sign up, you can skip signing up or logging in by pressing the X button in the top right corner of the login screen.

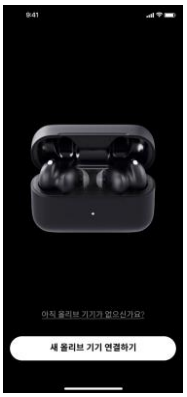
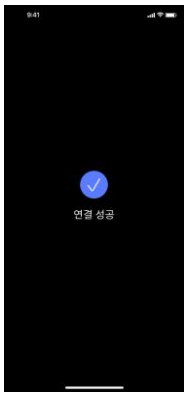
* You can use the features of the My Olive app without signing up, but you may be required to sign up for future services.

- What if I don't receive an SNS Code?
Please make sure your smartphone is set up to receive messages from overseas.

3. Connecting Olive Air

* Charge your Olive Air for at least 30 minutes before connecting it to the My Olive app to ensure a smooth connection.
* Keep the charging case open while connecting your Olive Air with the My Olive app.

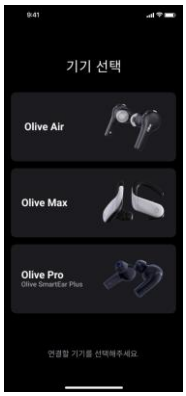
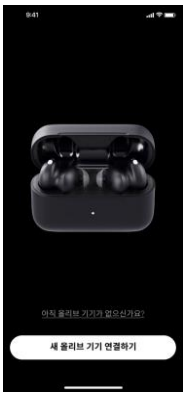
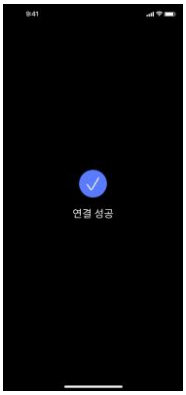
- Connecting an Android smartphone
How to connect Olive Air and the My Olive app for Android smartphone users.
* The screen shown may differ depending on the model of your Android smartphone.

				
Place the Olive Air close to your Android smartphone and launch the My Olive app.	When you get to the Select a device screen, select "Olive Air".	Tap the 'Connect a new Olive device' button.	Charge your Olive Air for at least 30 minutes if it hasn't been charged, or press the 'Next' button if it has already been charged.	To activate pairing mode of Olive Air, open the charging case and press the 'Next' button.
				
Press the 'Go to Settings' button to connect Olive Air with the My Olive app.	Select "Olive Air" that appears under "Available devices".	In the Bluetooth pairing request, tap 'OK'.	If you see "Olive Air" in "Paired devices", go to the My Olive app.	When you see the Connection successful screen, Olive Air and the

				My Olive app are connected.

- Connecting an iPhone

How to connect Olive Air and the My Olive app for iPhone users.

				
Place the Olive Air close to your iPhone and launch the My Olive app.	When you get to the Select a device screen, select "Olive Air".	Tap the 'Connect a new Olive device' button.	Charge your Olive Air for at least 30 minutes if it hasn't been charged, or press the 'Next' button if it has already been charged.	To activate pairing mode of Olive Air, open the charging case and press the 'Next' button.
				
Tap the 'Go to Settings' button to connect Olive Air with the My Olive app.	Select "Olive Air" that appears under "DEVICES" or "OTHER DEVICES".	If you see "Olive Air" as "Connected" in "My Devices", go to the My Olive app.	Tap 'Pair' in the 'Bluetooth pairing request' pop-up.	When you see the Connection successful screen, Olive Air and the My Olive app are connected.

- If you are unable to connect Olive Air to the My Olive app, you may need to factory reset your hearing aids and try again from the beginning.
* Please refer to '04. Olive Air OTC Setting Buttons' for information on how to factory reset your hearing aids.

2. Use the My Olive app

***US**

Once Olive Air and the My Olive app are connected, you can view the tutorial. The tutorial provides a brief explanation of the configuration and functionality of Olive Air and the My Olive app, and then takes you to the control screen after the AI Preset.
The My Olive app is organized into a three-tab menu. Care, where you can help alleviate your tinnitus; Control, where you can use and adjust Olive Air's features; and Settings, where you can view information about your connected devices and how to use them. Check out the following topics to learn more about using the My Olive app.

***JP**

Once you've connected Olive Air to the My Olive app, you can check out the tutorial. The tutorial provides a brief explanation of the configuration and functionality of Olive Air and My Olive App, and then takes you to the control screen after the AI Preset.
The My Olive app is organized into a four-tab menu. Training, where you can find a variety of games to stimulate your hearing and brain; Care, which can help reduce tinnitus; Control, where you can use and adjust Olive Air's features; and Settings, where you can find information about your connected devices and how to use them. Learn more about using the My Olive app by checking out these topics.

- 컨트롤

1. Battery in hearing aids/charging case
Displays the battery level in your hearing aids and charging case.
L: Left hearing aid, R: Right hearing aid, C: Charging case

2. Hear-Thru On/Off/ANC
You can turn Hear-Thru On or Off and enable the ANC feature. When Hear-Thru is "Off" or "ANC", you cannot operate the features on the control screen.

3. Hearing Mode
You can switch between four Hearing modes (TV/meeting room/outdoor/restaurant) to suit your surroundings.
TV: When you're in a quiet space and focus on sound.
Meeting room: When you want to reduce noise and focus on voices
Outdoors: When you want to hear the environment and surrounding sounds appropriately
Restaurant: Focus on conversation in a noisy or crowded place

4. Hearing EQ
You can adjust the nine frequencies to increase or decrease the sound of each frequency you hear.

- How to adjust Hearing EQ

If you look at the nine frequency bars, you'll see a circular button. Move it up and down to adjust the sound per frequency.

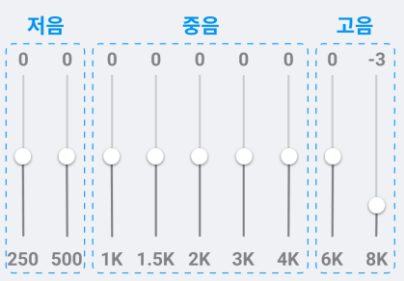
250 on the left is the lowest frequency and 8K on the right is the highest.

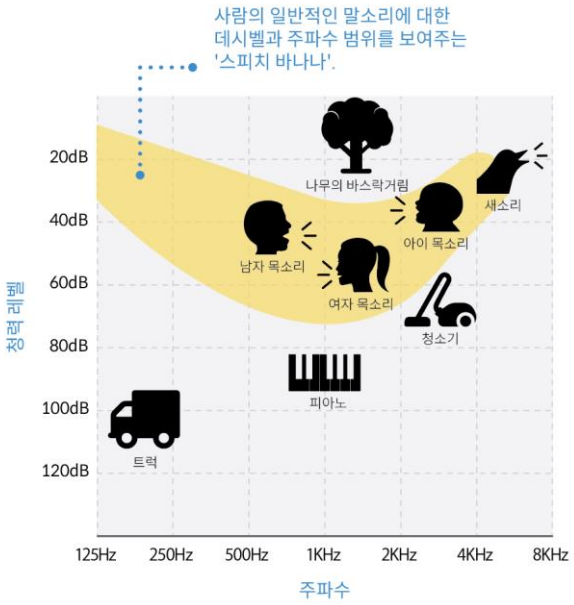
* Pressing the Apply Default button will reset the frequency state.

1. identify the sounds you want to hear and the sounds you don't want to hear by looking at the graph.

2. Turn down the frequency of the sounds you don't want to hear.

3. Increase the frequency of the sound you want to hear.





The illustration above describes the frequencies of sounds we hear in our everyday lives. The chirping of a bird is a high frequency. The sound of a truck driving by is a low frequency. If you want to hear conversational speech better, try increasing the frequency between 500 and 4K. If you're bothered by the echo of your own voice, try lowering the frequencies between 250 and 1K.

- If you want to adjust the left and right hearing aids separately

You can adjust the frequency of the left and right hearing aids separately by pressing the 'Link' button.

-**Hearing EQ presets**

Try out the three built-in hearing EQs.

1. EQ settings to make sure your voice doesn't interfere with conversations
2. EQ settings to reduce background noise and hear what's in front of you
3. EQ settings for better hearing in conversations

- Save your custom EQ settings

Once you've adjusted the frequencies to suit you, you can tap the 'Save' button to save your adjustments and use them.

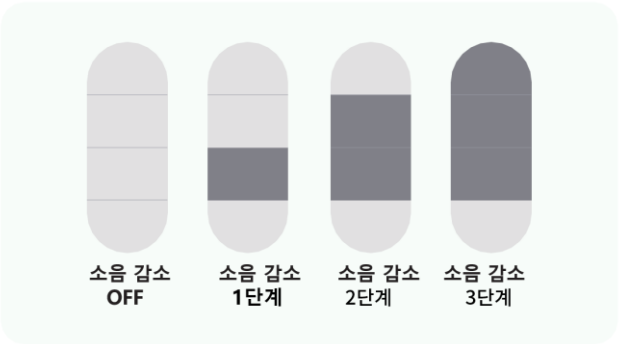
* We recommend that you write down the date you adjusted the frequencies and what you want to hear better.

5. Noise settings

The noise can be controlled with Feedback Cancellation and Noise Setting buttons.

Feedback Cancellation: Turn on this feature if you hear a constant howling/whistling sound while wearing hearing aids.

Noise Setting: Reduce ambient noise. Adjust from 0 to 3 levels to try it out.



6. Volume control

You can adjust the volume of the left and right hearing aids separately. The minimum value for volume is 0 and the maximum is 10.

7. Focus

Change the direction of incoming sounds you hear.

Surround: Help you hear all around.

Front: Focus on sounds from the front.

US

- Care

We offer sound therapy for people who experience tinnitus. Find sounds in the frequency band that you experience tinnitus in and listen to them in sound therapy, which can help relieve tinnitus.

JP

- Training
We offer a variety of games to stimulate your hearing and brain. You can train a variety of skills, including note or sound discrimination, memory, attention, and more.

- Care
We offer sound therapy for people who experience tinnitus. Find sounds in the frequency band that you experience tinnitus in and listen to them in sound therapy, which can help relieve tinnitus.

- Settings

1. About Olive Device
You can see the name, software version, and serial number of your hearing aids.

2. Software Update
When your Olive Air needs a software update, this item will appear with a red dot.
* When updating the software, you must remove your hearing aids from the charging case.

3. Music EQ
You can use your hearing aids to EQ the sound of music or videos you listen to on your smartphone.

US
4. AI Preset
Take a simple survey, and based on your answers, the AI will suggest three hearing settings to match your hearing condition.

5. Default Preset
If the volume seems low after the AI Preset results, you can reset your hearing settings with the Default Preset.

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JP
X. AI Preset
Take a simple survey, and based on your answers, the AI will suggest three hearing settings to match your hearing condition.

X. Default Preset
If the volume seems low after the AI Preset results, you can reset your hearing settings with the Default Preset.

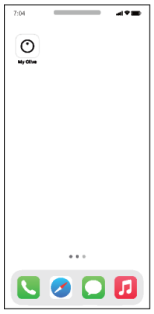
X. Optimize sound
Take a 5-minute test to find the listening settings that work best for you.

X. Sound optimization history
Sound Optimization lets you see the optimizations that have been applied to your hearing aids. If the volume seems lower after sound optimization, you can reset your listening settings by selecting 'Default Preset'.

6. Hearing Report
You can see the average decibels of the music and videos you listen to on your smartphone through ambient sound and your hearing aids. Constant exposure to sounds above 80 decibels may have adverse effects on your ear health. Check your sound report to make sure you're not being exposed to a noisy environment.

*** Updating the Olive Air software and My Olive app**
1. Olive Air software updates (firmware updates)
Olive Air is constantly updating its software to provide upgraded sound and features. If the 'Olive Software Update Available' pop-up window appears when you launch My Olive App and connect Olive Air, we recommend that you use Olive Air after updating the software.

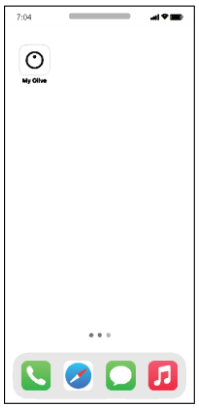
* If you select 'Cancel' in the pop-up window, please select Settings > Software Update menu in My Olive app to proceed with the update. If the software status is not up to date, you may see the 'Olive Software Update Available' pop-up window continuously.
*Please remove all hearing aids from the charging case before proceeding with the software update.

					
Open the My Olive app and connect your Olive Air.	When the "Olive Software Update Available" pop-up appears, select "update".	On the Software update screen, tap 'Device Software Update '.	Press the 'Start' button. * During the software update, please remove all hearing aids from the charging case.	Keep your Olive Air and smartphone close together until the software update is complete. * The update will take about 5 minutes to complete.	When you see the Update Complete screen, your Olive Air is finished updating its software.

2. Update the My Olive app

We periodically update the My Olive app to make it even more convenient to use Olive Air. If you see the "The My Olive app has been updated!" pop-up window when you launch the My Olive app, we recommend that you update the app and use the My Olive app.

* If you selected 'Later' in the pop-up, please update the My Olive app from the App Store or Google Play Store. If your My Olive app is not up to date, you may continue to see the "The My Olive app has been updated!" pop-up.

		
Open the My Olive app.	When the "The My Olive app has been updated!" pop-up appears, select "Update".	Tap the 'Update' button on the My Olive app page in the App Store or Google Play Store to update the app.

7. Troubleshooting

Hearing Aids

Trouble	Recommendation
Hearing aid does not work	- The batteries in your hearing aids and charging case may be dead. Make sure your hearing aids are properly placed in the charging case and charged. - The microphone or eartip may be clogged with debris or earwax. Clean the microphone and eartip.
Beep sound is heard	- Howling may be caused by the hearing aid not being properly placed in your ear. Put your hearing aids back on correctly. - Howling may be caused by the eartip not fitting properly in your ear. Choose and wear the right eartips for your ears. - To prevent howling, turn on Feedback Cancellation in 'Noise settings' in the Control screen of the My Olive app. - Your ears may become clogged with earwax, which can cause howling. Please contact an ENT doctor or audiologist.
Sound is distorted or not audible enough	- The volume on your hearing aids may be too low or too high. Turn the volume up or down on the control screen of your hearing aids or the My Olive app. - Your hearing aids and charging case may be low battery. Make sure your hearing aids are properly placed in the charging case and charged. - The microphone, speaker, or eartips of your hearing aids may be clogged with debris or earwax. Clean the microphone, speaker, and eartip of your hearing aids. ***US*** - Your hearing may have changed. Please try changing your Hearing EQ, AI Preset, and Hearing Mode in the My Olive app. If this does not improve what you hear, please contact an ENT doctor or audiologist. ***JP*** - Your hearing may have changed. Please try changing the Hearing EQ, Sound Optimization or AI Preset, Hearing Mode in the My Olive app. If this doesn't help, contact an ENT doctor or audiologist.
Hearing aid powers on and off repeatedly (intermittently)	- The battery level in your hearing aids and charging case may be low. Make sure your hearing aids are properly placed in the charging case and charged. - Your hearing aids may be damp. Wipe your hearing aids with a dry cloth or let them dry before using them.

Charging Case

Trouble	Recommendation
The hearing aid does not charge even when placed in the charging case.	- The battery of the charging case may be discharged. Please charge the charging case. - There may be debris on the charging terminals of the hearing aid and the charging case. Clean the charging terminals of the hearing aid and the charging case and then charge them.
Charging does not occur even when connecting the USB Type-C cable to the charging case.	- There may be debris on the USB Type-C charging terminals of the charging case. Clean the USB Type-C charging terminals of the charging case and then charge it. - The USB Type-C cable may be faulty. Please use another USB Type-C cable to charge. - Olive Air does not support fast charging. If you have used a fast charger, please try charging again with a regular charger.
Pressing the setup button on the charging case does not initiate manual pairing or factory reset of the hearing aid.	- The batteries of the hearing aid and the charging case may be discharged. Place the hearing aid correctly in the charging case, charge it, and then attempt manual pairing or factory reset. - The hearing aid may not have been correctly placed in the charging case. Place the hearing aid correctly in the charging case and then attempt manual pairing or factory reset. - There may be debris on the charging terminals of the hearing aid and the charging case. Clean the charging terminals of the hearing aid and the charging case, and then attempt manual pairing or factory reset.

Bluetooth connection

Trouble	Recommendation
올리브 에어와 스마트폰, 마이 올리브 앱이 연결되지 않거나 연결이 끊어집니다. **Olive Air, smartphone, and My Olive app don't connect or lose connection.**	1. Reconnect with your smartphone after manual pairing your hearing aids - Android smartphone user * The screen shown may differ depending on the model of your Android smartphone. 1. Proceed with manual pairing of your hearing aids. 2. On your Android smartphone, go to Settings > Connections > Bluetooth and select 'Olive Air' under 'Paired devices' to disconnect. 3. Select 'Olive Air' again to connect via Bluetooth. - iPhone user 1. Proceed with manual pairing of your hearing aids. 2. On your iPhone, in Settings > Bluetooth 'MY DEVICES', 'Olive Air' is displayed as 'Not Connected'. 3. Select ‘Olive Air’ again to connect via Bluetooth.
	2. Reconnecting with the My Olive app after a hearing aids factory reset - Android smartphone user * The screen shown may differ depending on the model of your Android smartphone. 1. On your Android smartphone, go to Settings > Connections > Bluetooth and unpair Olive Air under 'Paired Devices'. 2. Perform a factory reset of your hearing aids.

	3. Open the My Olive app and tap 'Go to settings' at the top. 4. Open the charging case and find your Olive Air under 'Available devices' and select it. 5. When you see Olive Air in 'Paired Devices', the connection is complete. - iPhone user 1. On your iPhone, remove "Olive Air" and "Olive Air App" from "MY DEVICES" under Settings > Bluetooth. 2. Perform a factory reset of your hearing aids. 3. Open the My Olive app and tap 'Go to Settings' at the top. 4. Open your charging case and find and select your Olive Air under 'DEVICES' or 'OTHER DEVICES'. 5. Once you see your Olive Air as 'Connected' in 'MY DEVICES', you are connected.
	3. Reinstalling the My Olive app after a hearing aid factory reset - Android smartphone user * The screen shown may differ depending on the model of your Android smartphone. 1. Unpair 'Olive Air' from 'Paired Devices' in Settings > Connections > Bluetooth on your Android smartphone. 2. Uninstall the My Olive app. 3. Perform a factory reset of your hearing aids. 4. Search for 'My Olive' in the Google Play Store and download it. 5. Open the My Olive app and connect your Olive Air and My Olive app. - iPhone user 1. Please remove "Olive Air" and "Olive Air App" from "MY DEVICES" in Settings > Bluetooth. 2. Uninstall the My Olive app. 3. Perform a factory reset of your hearing aids. 4. Search for 'My Olive' in the App Store and download it. 5. Open the My Olive app and connect your Olive Air and My Olive app.

* Please refer to '04. Olive Air OTC Setting Buttons' for information on how to factory reset and manually pair your hearing aids.

Note: For additional support, please contact Olive Customer Support.
Mon - Fri: 9AM - 6PM (MST)
Tel. (708) 847-3208
E-mail. support_us@oliveunion.com

8. How to store and care for Olive Air

Regular maintenance of your hearing aid will help you to use it for a longer period of time. Take care of your hearing aid according to the guidelines below, and also check the precautions in the user manual.

- You need to clean the olive air every day and remove moisture.
- Never use regular soap or detergent when taking care of olive air.
- When not wearing hearing aids, make sure to remove moisture from the hearing aid and store it in a charging case.
- Do not use hair sprays or cosmetics while wearing hearing aids. This can damage your hearing aids.
- If you want more detailed management, please contact an ENT doctor or audiologist..

9. Warnings and Precautions

(미국 OTC 관련내용)

WARNING: If you are younger than 18, do not use this

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter
hearing aids are only for users who are age 18 or older. This OTC hearing aid is for users who are 18 and older.
People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management.
Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: This hearing aid should not cause pain when inserting it

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions.
If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional.
You can also report this to FDA as an adverse event according to the instructions that appear later.

CAUTION: THIS IS NOT HEARING PROTECTION

You should remove this device if you experience overly loud sounds, whether short or long-lasting.
If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs
in a loud place, you should remove this device and use ear plugs.

CAUTION: THE SOUND OUTPUT SHOULD NOT BE UNCOMFORTABLE OR PAINFUL

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful.
If you consistently need to turn the volume down, you may need to further adjust our device.

CAUTION: YOU MIGHT NEED MEDICAL HELP IF A PIECE GETS STUCK IN YOUR EAR

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as
you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal,
possibly seriously.

NOTE: IF YOU REMAIN CONCERNED CONSULT A PROFESSIONAL

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

NOTE: WHAT YOU MIGHT EXPECT WHEN YOU START USING A HEARING AID

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some
difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss. People who start using

hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more
out of their devices.
If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from
listening–for example, noisy environments.

NOTE: TELL FDA ABOUT INJURIES, MALFUNCTIONS, OR OTHER ADVERSE EVENTS

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them
"adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery),
pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc. Instructions for reporting are available
at fda.gov/Safety/MedWatch or call 1-800-FDA-1088. You can also download a form to mail to FDA.

INDICATIONS FOR USE

The Hearing Aids are intended to amplify and transmit sound to the ear and thereby compensate for perceived mild to moderate hearing impairment
in individuals 18 years of age or older.
They are adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary.
The product is to be used without the assistance of a hearing care professional.

CLINICAL STUDY

In a clinical study, adults age 18 and over with mild to moderate hearing loss reported they generally experienced similar hearing benefit, and were
equally satisfied, when using the Hearing Aid compared with professional fitting of the same device.
There were no adverse events encountered during this study. The Hearing Aids were clinically evaluated in terms of:
(1) providing appropriate sound amplification; (2) hearing improvements; and (3) ease-of-use.
Over the course of 2-4 weeks of device wear, participants evaluated sound quality and speech intelligibility, and they completed various laboratory
assessments, in-field assessments, and standardized questionnaires. The findings of this study confirmed that the Hearing Aids meet
clinical expectations.

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.

Rechargeable hearing aids contain a lithium-ion battery, and the charging case contains a lithium polymer battery that can be carried on an airplane as carry-on baggage.

Hearing aids operate within the 2.4 GHz - 2.48 GHz frequency range.

During X-Ray, CT, MR, PET examination, electrotherapy, or surgery, the product may be exposed to electromagnetic fields generated by these electromagnetic field inspection equipment and physical damage may occur, so please remove the hearing aids.

Hearing aids and components are harmful to the human body if swallowed. Keep hearing aids out of reach of children and seek medical attention immediately if hearing aids and components are swallowed.

■ Safety Information

- This product is designed and manufactured to satisfy the international standard “IEC 60601-1, 60601-1-2” applied to medical devices.
- This product is designed for use by patients.
- This product cannot diagnose any disease without the help of medical staff.
- This product contains silicone, and users who are sensitive to silicone may experience a rash or irritation in the ear. If an allergic reaction occurs, discontinue use immediately and consult a healthcare professional.

■ General Safety/Warnings

- **Do not disassemble, modify, or repair the product yourself.**
  It may cause fire and/or injury.
- **Do not use it at unnecessarily loud volumes.**
  Prolonged use at loud volumes may cause hearing loss or worsen existing hearing loss.
- **Do not expose this product to water, liquids or moisture. Do not reinsert the power plug or touch a powered device with wet hands. Also, do not attach any dust or foreign matter.**
  Contact with liquid may cause electric shock, malfunction or injury.
- **Do not use damaged products. Do not use with charging terminals or charging terminal strips that exceed safe ratings.**
  Overloading an electrical circuit can cause a fire.
- **Never use it while driving a car, motorcycle or bicycle.**
  It may cause accidents and injuries.
- **Do not use any cables other than the supplied USB Type-C cable.**
  It may cause electric shock, malfunction or injury.
- **Do not hit, drop, or apply excessive force to the product. Also, do not handle harshly, such as forcibly pulling parts.**
  It may cause damage, electric shock, fire or accidents.
- **Do not install or store the product in the following places.**
  It may cause electric shock or malfunction. Near heat sources such as heating appliances or fires / Places that are easily exposed to water or high humidity such as in a bathroom / Places with a lot of dust / Places outdoors or in direct sunlight /Near hazardous substances / Near slippery substances (Grease, Oil, Snow, Paint, etc.)
- **Do not use in the following cases.**
  It may cause unexpected accidents and injuries. When the product is damaged or its performance is deteriorated / When the product is corroded by chemicals / When the product is deformed by heat / When the ear tip causes trouble on the skin.
- **Do not use on children or persons requiring supervision.**
  Do not lend or rent this product. Keep out of reach of infants. Do not use if you think it is malfunctioning. Do not use at bedtime.
  It may cause unexpected adverse effects on the body, accidents, and injuries.
- **Battery Leakage**
  Battery leakage may occur after the product's warranty period. If the problem occurs, immediately contact the seller for product inspection.

■ Hearing Aid Precautions/Warnings

- **Hearing aids are hearing assistive devices that amplify sound and send it into the ear to help people with hearing loss hear sounds. Hearing aids are fitted according to the degree of hearing loss and should only be used when a hearing aid is required.**
- **Hearing aids may not be disassembled or repaired by any party other than those designated by Olive Union. Arbitrary disassembly or repair of the hearing aid may result in hearing loss and hearing aid malfunction.**
- **If you experience itching, rash, pain, or a burning sensation around your ear while wearing your hearing aid, consult your doctor or audiologist.**
- **Listening programs that use directional microphones reduce ambient noise. Wear your hearing aids knowing that sounds and warnings coming from behind, such as in a car, can be partially or fully reduced.**
- **Do not connect your hearing aid to an external audio source, such as a radio. An electric shock may occur. Although very rare, part of the eartip may remain in the ear after the hearing aid is removed from the ear. If the eartip sticks to the ear canal, contact your doctor immediately. This is only applicable if you are using a medical device.**
    - Medical devices such as pacemakers or ICD devices (implantable defibrillators) should be kept at least 15cm away from the hearing aid. If interference occurs, stop using the hearing aid immediately and contact the medical device manufacturer.
    - Please be aware that such interference can also be caused by wires, electrostatic discharge (ESD), and metal detectors in airports.
    - Please keep a distance of at least 15cm between various hearing aid magnets and medical devices.
- **The dome should never be used in patients with tympanic perforation, otitis media, middle ear cavity exposure, or surgical external ear canal deformity. It is recommended to use custom earmolds in these conditions. If some parts of the hearing aid remain in the ear canal after the hearing aid is removed from the ear, contact your doctor immediately.**

■ Waterproof

- **The hearing aids have an IPX4-rated waterproof construction. This rating is for the hearing aids 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.**
- **When the product is wet with clean water, wipe it with a soft, clean cloth to ensure it is completely dry 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 Air OTC 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 Air OTC 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.

■ Environmental Conditions

Item	Description
Temperature conditions for operation/charging	5℃ ~ 45℃
Humidity conditions for operation & charging	10% ~ 95%
Temperature conditions for storage & transport	-20℃ to 70℃
Humidity conditions for storage & transport	10% ~ 95%
Atmospheric pressure conditions for operation & storage & transport	700hPa ~ 1060hPa

■ 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.

■ External Temperature

- The maximum external temperature of this product may generate heat below 48℃, so care must be taken when using it.
- If the heat is detected, stop wearing the device and use it after reducing the heat.
  If the heat repeats, please contact the seller for product inspection.

10. Description of Symbols

1. Shipping Box Symbol

Symbol	Description
	During transportation keep dry.
	Humidity during storage: 10% to 95%(not in use), if not in use. See instruction in chapter 23.2 regarding drying the hearing aid after use.
	Atmospheric pressure during transportation and storage: Below 700hPa ~ 1060hPa for 6 Hours at Room Temp (Based on UN38.3)
	Temperature during transportation and storage: -20° to 70° Celsius (-4° to 158° Fahrenheit).

2. Product Symbol

Symbol	Description
	Indicates the manufacturer of medical devices.
	Manufacturing unit
	This symbol indicates that the product described in the user's manual complies with the requirements of EN 60601-1 for type B applied parts. It is designated as a Type B application part on the surface of the hearing aid.
	Manufacturing date
	This symbol indicates that it is important for the user to read and take into account the relevant information in this user manual.
	Indicates the manufacturer’s serial number so that a specific medical device can be identified.
	Indicates the manufacturer’s document number so that the medical device can be identified.
	This symbol indicates that the hearing aid cannot be disposed of with household waste. This product must be disposed of separately at the place of purchase of the hearing aid or at the disposal battery or electronic product collection point.

	Proper disposal protects the environment and health.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in their user manual.
	Important information for handling and product safety.
	Indicates that the device is a medical device.
	This symbol indicates that it is important for the user to read and take into account the relevant information in this user manual.
	A general prohibition sign indicating a prohibited action.

11. Performance

OTC

No	Item	Result
1	Maximum output (OSPL90)	115 dB SPL
2	Maximum output HFA (OSPL90)	110 dB SPL
3	Full-on gain max (50 dB SPL input)	58 dB
4	Full-on gain HFA (50 dB SPL input)	48 dB
5	Frequency range	250-8000 Hz
6	Equivalent input noise	27 dB SPL

Medical

메모 포함[1]: 확정될 때 작성

No	Item	Typical	Tolerance
1	OSPL90	108 dB SPL	≤ +3 dB
2	HFA-OSPL90	107 dB SPL	≤ ±5 dB
3	Maximum FOG	42 dB	≤ ±5 dB

4	HFA-FOG	40 dB	≤ ±5 dB
5	Frequency Range	F1 : 200 Hz F2 : 6500 Hz	F1 : 표시치 이하 F2 : 표시치 이상
6	EIN	28 dB SPL	+3 dB 이하
7	THD	500Hz : 1.0%	+3.0% 이상
		800Hz : 1.0%	
		1600Hz : 1.0%	
9	Current Drain	7.2 mA	+20% 이하
10	RF	Frequency : 2402-2480 MHz Communication method: Low Power Bluetooth (BLE)BT 5.3, Class 1, 10m	

12. Emission and Immunity Standards Compliance

Emission Standards

EN 60601-1-2	**CISPR32**
IEC 60601-1-2	ISO-7637 2
EN 55011	CISPR25
CISPR11/AMD1	EN 55025
CISPR22	

Immunity Standards

EN 60601-1-2	EN 61000-4-5	**EN 61000-4-11**
IEC 60601-1-2	IEC 61000-4-5	**IEC 61000-4-11**
EN 6100-4-2	EN 61000-4-6	**IEC 60601-1(4.10.2)**
IEC 6100-4-2	IEC 61000-4-6	**ISO-7637 2**
EN 61000-4-3	EN 61000-4-5	
IEC 6100-4-3	IEC 61000-4-5	
EN 61000-4-4	EN 61000-4-8	
IEC 61000-4-4	IEC 61000-4-8	

13. Electromagnetic Information

1. Guidance and Manufacturer's Declaration - Electromagnetic Emissions

This product is intended for use in the electromagnetic environment specified below. In addition, users must use this product in the following environments.

Emission Test	Compatibility	Electromagnetic Environment - Guidance
RF emission CISPR 11	Group 1	This product uses RF energy only for its internal function. As a result, RF emissions are very low and do not interfere with nearby electronic equipment.
RF emission CISPR 11	Class A	This product is suitable for use in all establishments, including domestic establishments and those directly connected to the low-voltage power supply network that supplies domestic buildings.
High frequency emission IEC 61000-3-2	A	
Voltage fluctuation IEC 61000-3-3	Complies	

2. Guidance and Manufacturer's Declaration - Electromagnetic Immunity

This product is intended for use in the electromagnetic environment specified below. Users must use this product in the following environments.

Immunity Test	IEC 60601 Test Level	Conformity Level	Electromagnetic Environment - Guidance
Electrostatic discharge(ESD) IEC 61000-4-2	±8kV Contact ±2kV, ±4kV, ±8kV, ±15kV air	±8kV Contact ±15kV air	The floor must be wood, concrete or ceramic tiles. If the flooring is synthetic, the relative humidity must be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2kV 1000kHz repetition frequency	±2kV 1000kHz repetition frequency	Main power must be of the quality of a typical commercial or hospital environment.
Surge Line-to-line IEC 61000-4-5	±0.5kV, ±1kV	±1kV	Main power must be of the quality of a typical commercial or hospital environment.
Surge Line-to-ground IEC 61000-4-5	±0.5kV, ±1kV, ±2kV	±2kV	
Voltage dips IEC 61000-4-11	0% UT; 0,5 cycle At 0º, 45º, 90º, 135º, 180º, 225º, 270º and 315º	0% UT; 0,5 cycle At 0º, 45º, 90º, 135º, 180º, 225º, 270º and 315º	Main power must be of the quality of a typical commercial or hospital environment. If the user needs to continue using it during a power outage, it is recommended that the device be powered through the uninterruptible power supply or battery.
Voltage interruptions IEC 61000-4-11	0% UT; 1 cycle and 70% UT; 25/30 cycles Single phase: at 0º	0% UT; 1 cycle and 70% UT; 25/30 cycles Single phase: at 0º	
Power frequency	30A/m	30A/m	Power frequency magnetic fields

(50/60Hz) magnetic field IEC 61000-4-8			should have typical location level characteristics for typical commercial or hospital environments.
Conductivity RF IEC 61000-4-6	3V 0.15 MHz - 80MHz 6V in ISM bands between 0.15 MHz and 80MHz 80% AM at 1kHz	3V 0.15 MHz - 80MHz 6V in ISM bands between 0.15 MHz and 80MHz 80% AM at 1kHz	Portable and mobile RF communication equipment must not be used on any part of this product, including cables, closer than the recommended separation distance calculated from the equation for transmitter frequency.
Radioactive RF IEC 61000-4-3	3V/m 80MHz - 2,7GHz 80% AM at 1kHz	3V/m 80MHz - 2,7GHz 80% AM at 1kHz	$d = \left[\frac{3,5}{V_1}\right]\sqrt{P}$ $d = \left[\frac{3,5}{E_1}\right]\sqrt{P}$ 80 MHz to 800 MHz $d = \left[\frac{7}{E_1}\right]\sqrt{P}$ 800 MHz to 2.7 GHz P is the transmitter manufacturer's other transmitter's maximum output rating (W), and d is the recommended separation distance (M). Field strengths from fixed RF transmitters, as determined from electromagnetic site surveys, must be less than the compliance level for each frequency range. Interference may occur in the vicinity of equipment marked with the following symbol.

14. Cybersecurity

Cybersecurity precautions

- You should install an anti-virus or anti-virus program on your smart device to prevent malicious programs from accessing information on your smart device.
- If the app cannot find a signal when connecting the sensor, please place the sensor and your smart device within a range of 6 meters with no obstructions. It may take up to 15 minutes to connect. If the same symptoms persist after 15 minutes, force close the My Olive app from the Settings application on your smart device and restart it.
- If you're logged out because you're logging in from another device, change your password unless you're the one logging in.
- In the event of a cybersecurity incident involving your smart device, contact the Olive Union at (708) 847-3208 and the appropriate authorities.

15. Warranty & Service Policies (US)

- **Quality Guarantee**
  The warranty period for Olive Air(OTC) is one year from the date of purchase.

- **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)

[Contact Us] Olive Customer Support
Mon - Fri: 9AM - 6PM (MST)
Tel. (708) 847-3208
E-mail. support_us@oliveunion.com

16. FCC Regulatory Compliance (US)\

- **FCCID:** 2AOLH-OU0P030303

- **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.

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

Unique Identifier: Olive Air (OU0P030303)

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