OZLO

SLEEPBUDS®

SAFETY BOOKLET

ENGLISH

Please read and keep all safety and security instructions.

For more detailed information, you may view the Ozlo Sleepbuds Owner's Guide at: ozlosleep.com/support/ownerguide.

Drowsy Digital, Inc. hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU directive requirements. The complete declaration of conformity can be found at: ozlosleep.com/legal/compliance

This product conforms to all applicable Electromagnetic Compatibility Regulations 2016 and all other applicable UK regulations. The complete declaration of conformity can be found at: ozlosleep.com/legal/compliance

Important Safety Instructions

- Do NOT allow children to use Ozlo Sleepbuds.
- To avoid accidental ingestion, keep Ozlo Sleepbuds away from children and pets. Ozlo Sleepbuds contain a lithium-Ion ($LiNi_xMn_yCo_zO_2$) battery, and may be hazardous if swallowed. If ingested, seek immediate medical attention.
- Store Ozlo Sleepbuds in the charging case with the case lid closed.
- Use a dry cloth to clean both the Ozlo Sleepbuds and the charging case. For additional cleaning instructions, view the owner's guide: ozlosleep.com/support/ownerguide
- Only use attachments/accessories specified by the manufacturer.

⚠ Warnings / Cautions

Use basic precautions with Ozlo Sleepbuds including the following:

Read all the instructions before using the product.

- To reduce the risk of personal injury, close supervision is necessary when the charging case is used near children.
- Ozlo Sleepbuds are designed to mask sounds. Do NOT use them in a way that may interfere with sounds you need to hear for your safety or the safety of others.
- Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do not use the charging case in excess of its rated output. Overload outputs above the product's rating may result in a risk of fire or personal injury.
- Do not open, crush or expose a charging case to fire or excessive temperature. Exposure to fire or temperature above 212° F (100° C) may cause explosion.
- If a battery is damaged or modified, it may exhibit unpredictable behavior including fire, explosion or risk of injury. Do not use a charging case that is damaged or modified.
- Remove Ozlo Sleepbuds immediately if you experience a warming sensation or loss of audio.

⚠ Warnings / Cautions

- Risk of fire or explosion if the battery is replaced by an incorrect type.
- Do not disassemble the charging case as incorrect re-assembly may result in risk of fire or personal injury.
- Do NOT submerge Ozlo Sleepbuds or the case in water. Do NOT expose the earbuds or the case to moving water (e.g. from a faucet, etc.).
- Do NOT wear Ozlo Sleepbuds while bathing, showering, or when participating in water sports, e.g., swimming, waterskiing, surfing, etc.
- Do not expose the charging case to water, rain, liquids or snow.
-

Contains small parts which may be a choking hazard. Not suitable for children.
-
This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.
- Do NOT expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the product.
- Keep the product away from fire and heat sources. Do NOT place open flame sources, such as lighted candles, on or near the product.
- Do NOT make unauthorized alterations to this product.
- If the battery leaks, do not allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire, etc.).

Regulatory Information

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.

Changes or modifications not expressly approved by Drowsy Digital, Inc. could void the user's authority to operate this equipment. This device complies with part 15 of the FCC Rules and with ISED Canada license-exempt RSS standard(s). 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.

This device complies with FCC and ISED Canada radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Right Bud; FCC ID: 2BAGA010011R

Left Bud; FCC ID: 2BAGA010011L

Charging Case; FCC ID: 2BAGA010011

Right Bud; IC: 31011-010011R

Left Bud; IC: 31011-010011L

Case Model: 010011

Right Earbud Model: 010011R

Left Earbud Model: 010011L

CAN ICES-3(B)/NMB-3(B)

For Europe:

Frequency bands of operation 2400 to 2483.5 MHz.

Maximum transmit power less than 20 dBm EIRP.

Maximum transmit power is below regulatory limits such that SAR testing is not necessary and exempt per applicable regulations.

This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

Management Regulation for Low-power Radio-frequency Devices

Article XII

According to "Management Regulation for Low-power Radio-frequency Devices" without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article XIV

The low-power radio-frequency devices shall not influence aircraft security and interfere with legal communications. If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act. The low-power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

DON'T attempt to remove the rechargeable lithium-Ion ($LiNi_xMn_yCo_zO_2$) battery from this product. Contact Drowsy Digital, Inc. or another qualified professional for removal.

Please dispose of used batteries properly and follow local regulations. Do not incinerate.

Li-ion

Taiwan Restriction of Hazardous Substances Table

Equipment name: Ozlo Sleepbuds®, Type designation: 010011						
	Restricted substances and its chemical symbols					
Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCBs	-	O	O	O	O	O
Metal Parts	-	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	-	O	O	O	O	O
Cables	-	O	O	O	O	O
Note 1: "O" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. Note 2: The "-" indicates that the restricted substance corresponds to the exemption.						

China Restriction of Hazardous Substances Table

Names and Contents of Toxic or Hazardous Substances or Elements						
	Toxic or Hazardous Substances and Elements					
Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent (CR(VI))	Polybrominated Biphenyl (PBB)	Polybrominated diphenylether (PBDE)
PCBs	X	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Plastic Parts	O	O	O	O	O	O
Speakers	X	O	O	O	O	O
Cables	X	O	O	O	O	O
This table is prepared in accordance with the provisions of SJ/T 11364. O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572. X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.						5

Date of Manufacture: Month/Day/Year

Output Rating: 4.4V @ 15mA x2

Input Rating: 5V @ 250mA

CP4/22/35 Capacity: 210mA

Charging Temperature Range: 32° F – 113° F (0° C – 45° C)

Discharging Temperature Range: 32° F – 113° F (0° C – 45° C)

Please complete and retain for your records

The serial and model number are located on the underside of the charging case lid.

Serial number: _____

Model number: _____

Now is a great time to register your Ozlo product: ozlosleep.com/support/register

Security Information

When connected to the Ozlo Sleep app, this product is capable of receiving security updates from Drowsy Digital, Inc. you must complete the product setup process in the Ozlo Sleep app to receive these updates.

The Privacy Policy is available at: ozlosleep.com/legal/privacy

Legal Information

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Drowsy Digital, Inc. Headquarters: (833) GET-OZLO (438-6956)

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Warranty Information

This product is covered by a limited warranty from Drowsy Digital, Inc. For details, visit: ozlosleep.com/support/warranty

OZLO

SLEEPBUDS®

USER GUIDE

Version 1.0

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The Hardware - Overview

The case
- Bluetooth connection to the phone/tablet
- Bluetooth Low Energy (BLE) connection to the buds
- Temperature sensor
- Light sensor
- Microphone
- Charging cradle for the buds

Charging pins
- The bud charging pads must be seated on these in order to charge

Bud LEDs
- Show the state of the battery charge
- Communicate whether the bud is:
  - Connecting
  - Connected
  - Failed to connect

Figure 1 – Ozlo case

Open the case cover to
- Initiate the Bluetooth connection to your phone/tablet

Tap the case cover to
- Snooze when the alarm is sounding
- Start/pause sleep sounds at any time (except when the alarm is sounding)

Exterior LED (back of case near charging port)
- Communicates charging status
  - Charging
  - Charged

Case LEDs
- Communicate connection status:
  - Connecting
  - Connected
  - Failed to connect
- After the Bluetooth pairing, the number of white dots communicate battery status

The buds
- BLE connection to the case
- Four tip sizes (XS, S, M, L)

Charging pads
- These must make solid contact with the base charging pins in order to charge

Figure 2 – Sleepbuds

The charging cord
- Standard USB A to USB C
- Plugs into the back of the case
- Must be plugged into a powered source

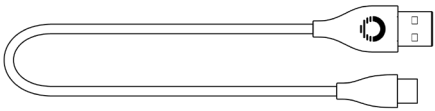


Figure 3 – Cord

The Software – Overview

My Sleep Tab
- The view one sees upon waking

Time details
- The amount of time you spend in each phase of sleep
- How long it took you to fall asleep
- Total sleep time

Now playing
- Displays Ozlo sound that will play
- Displays Alarm time
  - Tap the case or the 'play' button to hear it

Figure 4 – Sleep score

Account Information
- Personal data
- Legal information
- Support

Sleep Score
- A number between 0 and 100 to indicate your sleep performance
- Tap to see more details

Environment Score
- Indication of how 'sleep-friendly' the room seems
  - Red = poor
  - Yellow = fair
  - Green = good

My Sleep tab
- Displays your sleep information

Sleepbuds tab
- Shows the status of the buds' and case batteries and connections
- Edit the settings (time playing, alarms, etc.)

Sounds tab
- Select your Ozlo masking or soothing sounds
- Choose your own content to stream

Ozlo Hardware Features

Contents

Ozlo Sleepbuds
(with medium eartips)

Figure 5 – Sleepbuds

Charging/Storage Case

Figure 6 – Case

Extra Eartips (XS, S, L)

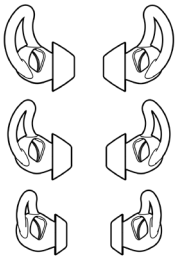


Figure 7 – Eartips

USB Cable

Figure 8 – Cable

NOTE: When the case is fully charged and operating on battery power, you can fully charge the Sleepbuds up to four (4) times. A single charge of the Sleepbuds allows up to 10 hours of use. If any part of your product is damaged, do not use it. Contact Ozlo customer service. Visit: ozlosleep.com/support/contact

Case

The charging case stores and charges your Sleepbuds while you're not using them.
It also communicates (via Bluetooth) with your phone to allow for streaming and processing sleep data.

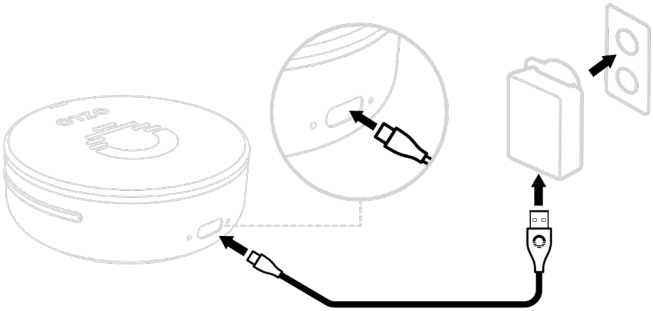


Figure 9 – Charging

1. Connect the small end of the USB cable to the USB connector on the back of the case.
2. Connect the other end to a USB power supply (not included).
3. Plug the USB power supply into an AC (mains) outlet.

NOTES:

- Keep the case connected to AC (mains) power when possible to make sure that your Sleepbuds are always fully charged. You can also use the case battery to charge the Sleepbuds while traveling.
- Before charging, make sure the Sleepbuds are at room temperature, between 41 °F (5° C) and 113 °F (45 °C).

If necessary, attach the AC power adapter for your region.

Charging time

When the Sleepbuds are outside the case, allow up to three hours to fully charge the case.
When the Sleepbuds are inside the case, charging time varies.

NOTE: When the case is fully charged and operating on battery power, you can fully charge the Sleepbuds up to four (4) times. A single charge of the Sleepbuds allows up to 10 hours of use.

Case Lights

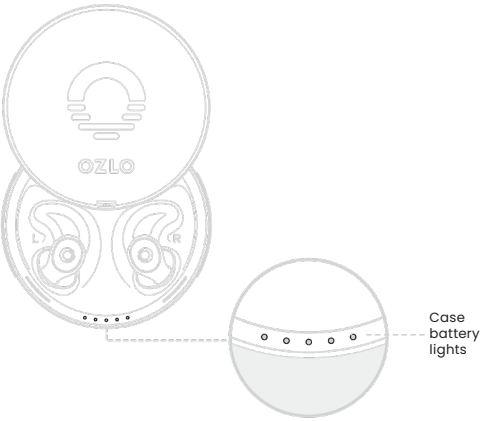


Figure 10 - Lights

Slide open the lid of the charging case. The case battery lights glow as follows:

Connection information

LIGHT ACTIVITY	CONNECTION STATUS
● ○ ● ○ ● **blinking**	Every other light is blinking means the case is pairing. This only happens upon initial pairing (or if you have used the 'forget' function to disconnect the case from your phone and need to re-pair it.
● ● ● ● ● **blinking**	All lights blinking means that the case is connecting to Bluetooth. After connection, the LEDs will communicate charging status.

If the case is open while content is playing, it will blink at an irregular (blink-blink, rest, blink-blink...) rate.

Battery information

LIGHT ACTIVITY	CHARGING PERCENTAGE
● ○ ○ ○ ○ **Solid**	0% – 20%
● ● ○ ○ ○ **Solid**	20% – 40%
● ● ● ○ ○ **Solid**	40% – 60%
● ● ● ● ○ **Solid**	60% – 80%
● ● ● ● ● **Solid**	80% – 100%
● ○ ● ○ ● **Solid**	Every other light is showing solid indicates a charging error. Try the following solutions: • Remove the Sleepbuds from the charging case, then place them in the case again. • Reset the case by inserting a paperclip into the small hole on the back of the case and pressing gently. If the error persists, contact Ozlo customer service.

LED on the back of the case

COLOR	CHARGING STATUS
Blinking green - fast	Charging
Solid green	Fully charged
Yellow	Battery around 50%
Amber	Battery less than 20%

BATTERY PROTECTION

The battery protection feature conserves the batteries of the Sleepbuds during long-term storage. The Sleepbuds switch off when they have been left in the case for a week. To wake the Sleepbuds, connect the case to power, then remove the Sleepbuds from the case.

Sleepbuds Lights

The case shows the charging status of each Sleepbud. The charging lights are located on the inside rim of the charging case next to the Sleepbuds.

Figure 11 - Lights

LIGHT ACTIVITY	CONNECTION STATUS
Blinking white	Charging
Solid white	Fully charged

LIGHT ACTIVITY	CHARGING STATUS
Blinking white	Charging
Solid white	Fully charged

NOTE: If the case isn't connected to power, the lights turn off after two minutes of inactivity.

Sleepbuds

There are two Sleepbuds – one for each ear. They are not interchangeable. Each Sleepbud and eartip is marked with either an L or an R. If you are changing eartips, make sure to insert the left Sleepbud into the left tip and the right Sleepbud into the right tip.

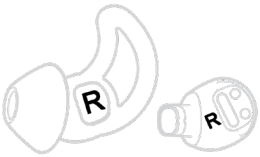


Figure 12 – Eartips

CHOOSE THE CORRECT EARTIPS

For optimal noise masking and stability, it is important to choose the correct size eartip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all four (4) sizes. You may need a different size for each ear.

There are four sets of eartips (XS, S, M, L). The medium eartips are attached to the Sleepbuds out of the box.

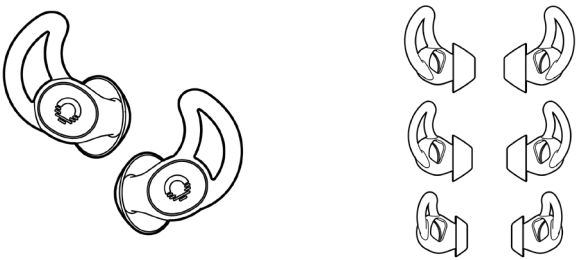


Figure 13 - Sleepbuds with Medium eartips and the extra eartips (XS, S, L)

Initial Set-up

Case and Sleepbuds

Be sure the case and Sleepbuds are charged before using them.

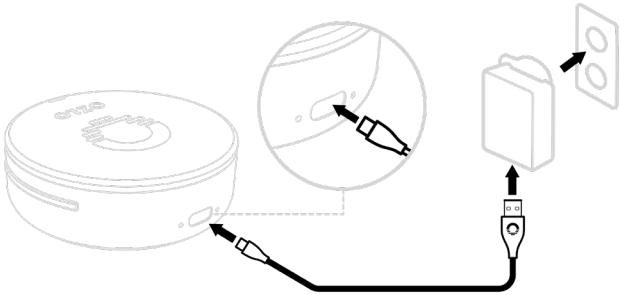


Figure 14 - Charge case

Open the case

With the Ozlo logo facing you, slide the lid of the charging case away from you to open.

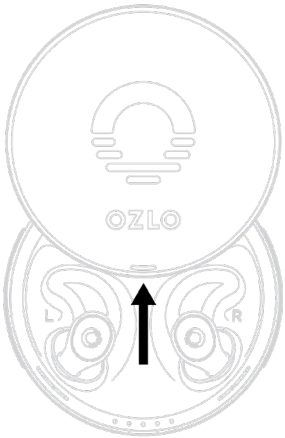


Figure 15 - Open case

Lights on the inside rim of the case glow to show the current battery level and charging status of the case and Sleepbuds.

Power on

Remove the Sleepbuds from the charging case.

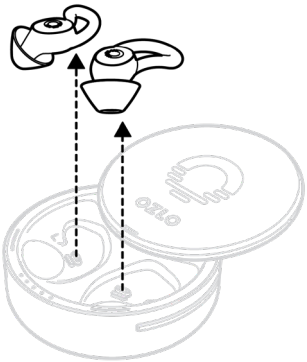


Figure 16 - Remove Sleepbuds

The Sleepbuds automatically power on.

Power off

Place the Sleepbuds in the charging case.

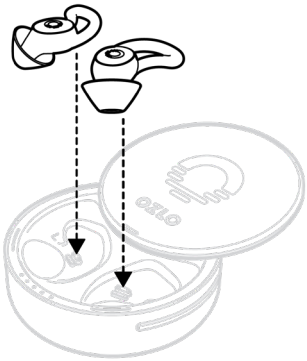


Figure 17 - Replace Sleepbuds

The Sleepbuds automatically power off, and the corresponding charging lights blink white.

Charging

The Sleepbuds charge while they are in the charging case.

1. Align the charging contacts on the right Sleepbud with the charging pins on the right side of the case.

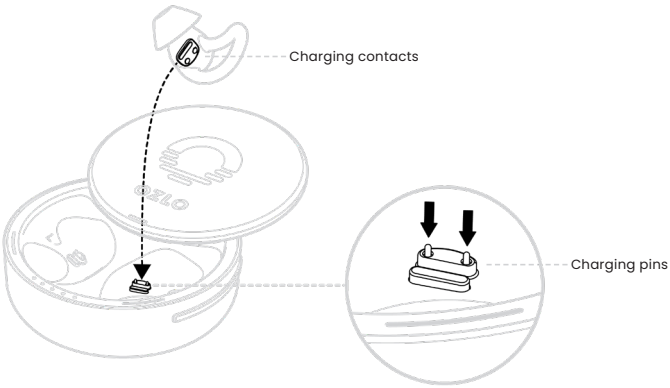


Figure 18 – Charging contacts

2. Place the Sleepbud in the case until it magnetically snaps into place. The charging light for the right Sleepbud blinks white.

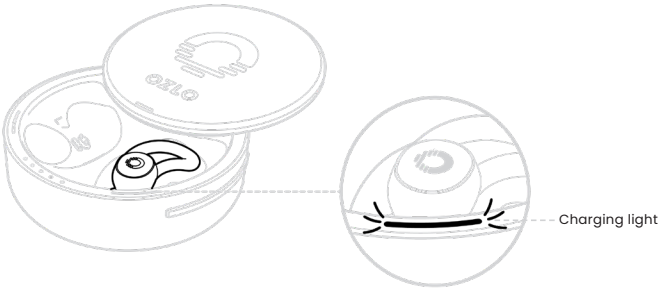


Figure 19 - Charging lights

3. Repeat steps 1 and 2 to charge the left Sleepbud.

NOTE: If the charging light doesn't blink white when you place the Sleepbud in the case, you may have placed the Sleepbud in the case incorrectly or your case battery may be depleted. Place the Sleepbuds in the case again, then charge the case. If the issue persists, see "Sleepbuds don't charge" in the troubleshooting section of this document.

Charging time

Allow up to eight (8) hours to fully charge the Sleepbuds.

NOTE: A full charge allows up to 10 hours of use.

Check the battery levels of the Sleepbuds

You can check the battery levels of the Sleepbuds while using or charging the Sleepbuds.

While using the Sleepbuds

In the Ozlo Sleep app, go to the Sleepbuds tab. You will see the battery levels of the case and each Sleepbud.

While charging the Sleepbuds

When you place a Sleepbud in the charging case, the corresponding charging light blinks according to charging status.

Fit the Sleepbuds

For optimal noise masking and stability, it is important to choose the correct size eartip. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all four sizes. You may need a different size for each ear.

Each Sleepbud and eartip is marked with either an L or an R. Make sure to insert the left Sleepbud into the left tip and the right Sleepbud into the right tip.

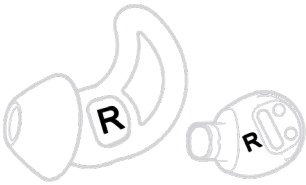


Figure 20 - Eartips

Place the Sleepbuds in your ears

The eartip lets the Sleepbud rest comfortably and securely in your ear. The tip wing fits just under your ear ridge.

1. Place the Sleepbud in your ear with the Ozlo logo facing outwards.
2. Rotate the Sleepbud back, locking it in place.
3. Press the tip wing to tuck it underneath your ear ridge.

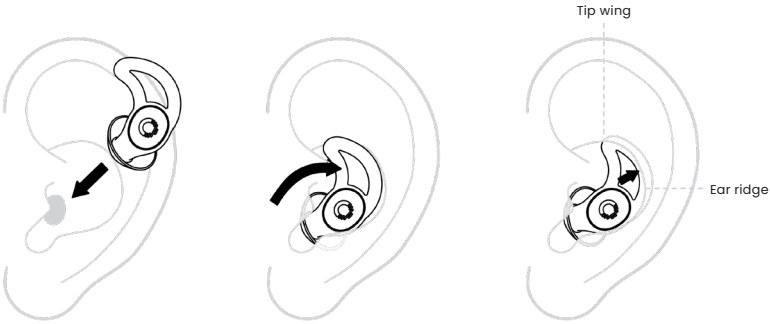


Figure 21 - Insert Sleepbuds

NOTE: Be gentle when placing the Sleepbuds in your ears. The eartip should be deep enough in your ear to create a seal but not so deep that it feels uncomfortable.

Do not push the Sleepbuds too deeply into the ear canal.

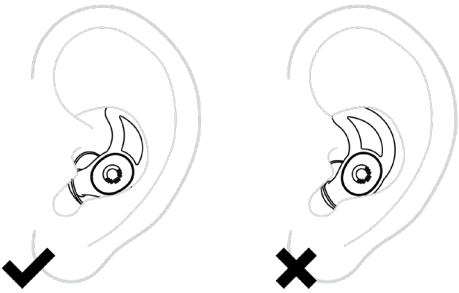


Figure 22 - Check fit

Check your fit

To check if your current eartip size is right for you, use a mirror or ask a friend or partner to compare your fit to the size guide below. The tip wing should fit securely under your ear ridge without being compressed.

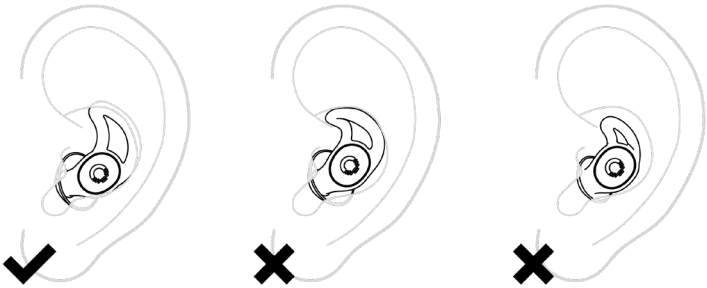


Figure 23 - Fit guidance

In addition, try the following:

- Try speaking aloud. Your voice should sound muffled in both ears.
- Shake your head. The Sleepbuds should stay secure. If your current tip size doesn't feel secure, select another size.

Changing the eartip size

1. Holding the base of the attached eartip, peel the tip back and gently slide the Sleepbud out of the tip.

Figure 24 - Remove eartip

2. Align the raised line near the opening of the new eartip with the groove on the nozzle on the Sleepbud. Slide the nozzle into the opening. Then, gently stretch the base of the tip around the back of the Sleepbud to hold the Sleepbud in place.

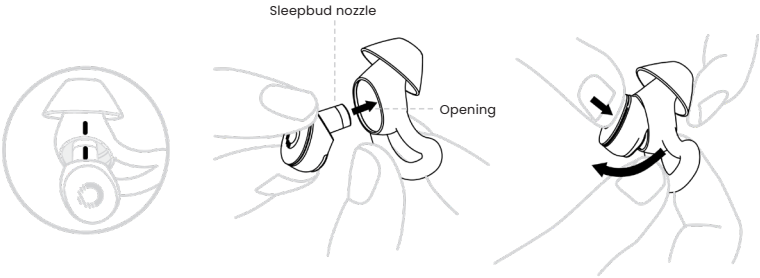


Figure 25 - Replace eartip

3. Make sure that the Sleepbud is correctly oriented in the tip. The Ozlo logo on the Sleepbud should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip.

Figure 26 - View charging contacts

NOTE: Make sure to insert the left Sleepbud into the left tip and the right Sleepbud into the right tip.

App Installation and Set-up

Download the app onto your smartphone

Search for Ozlo Sleep in the App Store or Google Play.

Download the free Ozlo Sleep app, which you'll need to control your Sleepbuds, select masking sounds, manage wake-up alarms, and sleep timers, adjust volume and configure settings.

Figure 27 - App on phone

Follow the set-up instructions in the app

The Ozlo Sleep app will walk you through the process of:

- Connecting the case and buds via Bluetooth
- Selecting sounds
- Choosing sounds and setting the volume
- Setting alarm(s)
- Creating an account

Figure 28 - Set-up screen

NOTE: Ensure the case, Sleepbuds and phone are all within 6 feet (2 meters) of each other to enable Bluetooth connections.

Tips for setting the appropriate audio volume

The Sleepbuds are designed to mask noise and disturbances while you sleep. Because of this, they can affect your ability to hear other sounds that you may want to hear, such as alarms, warning systems, people and pets.

SET AN APPROPRIATE VOLUME

To balance the levels of noise masking and awareness you want, set an appropriate volume level for your needs. The volume should be high enough to mask noises that are disturbing your sleep, but not so high that you can't hear the sounds you want to hear. In the Ozlo Sleep app, set the volume to the lowest level, then increase it gradually until you reach an appropriate level. The lower the volume, the more likely it is that you'll be able to hear the sounds you want or need to hear.

TIPS FOR MAINTAINING AWARENESS

If you're concerned about your ability to hear sounds while wearing the Sleepbuds, try the following tips:

- If you sleep with a partner, consider relying on your partner to help you stay aware of your surroundings while wearing the Sleepbuds.
- Wear only one Sleepbud.
- Set your current masking sound so that it stops after a certain amount of time instead of playing all night. You can do this by setting a sleep timer for your current masking sound in the Ozlo Sleep app.

Bedside Use

The Ozlo system requires the case and the Sleepbuds to be in proximity to one another (ideally within 6 feet or 2 meters) so they may communicate via Bluetooth.

The case should be near the bed. If you are streaming content, the phone should be nearby as well (ideally within 6 ft or 2 meters).

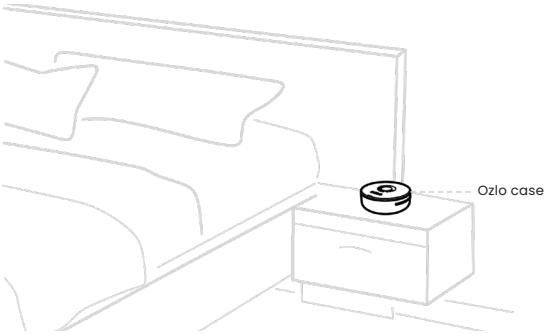


Figure 29 - Bedside placement

Streaming

If you plan on listening to your own content, you may stream it from the phone to the Sleepbuds. The system can switch automatically from your content to a masking sound once you have fallen asleep. Once you have set up the Ozlo Sleep app, you will see streaming options in the Sleepbuds tab.

NOTE: The case communicates with the smartphone and the Sleepbuds, so be sure it is within Bluetooth range (6 feet or 2 meters) of both.

Settings

- **Sounds:** Ozlo offers a variety of masking sounds that have been designed to cover disturbing noises in your sleeping area. There is also a selection of soothing sounds that are more melodic and are designed to help you fall asleep more quickly. Visit the Sounds tab in the Ozlo Sleep app to view these items.
- **Starting timer:** You may wish to delay the start of masking or soothing sounds. There is an option in the Ozlo Sleep app that will allow you to set a timer to begin the sounds after a specified period of time. This is found in the Sleepbuds tab of the app.
- **Ending timer:** You may choose to listen to sounds all night or you may wish to have the sounds end after a specified time. If you prefer, you may also choose to have sounds end after you have fallen asleep. You may also switch from one type of sound to another. For example, you may wish to stream your content and then allow the Ozlo system to automatically switch to masking sounds once you have fallen asleep. The transition will be as smooth as possible to minimize the likelihood that the change will wake you. Visit the timer settings in the Sleepbuds tab of the Ozlo Sleep app.
- **Alarms:** You may set different alarm times for each day of the week. The volume of the alarm may be set independently of the volume of the sounds. The Sleepbuds alarm begins at a low volume and increases over a period of minutes; it will end at the volume that you choose. This helps provide a smoother waking experience. The alarm settings can be found in the Sleepbuds tab of the Ozlo Sleep app.

- **Volume:** The volume settings are in the Sleepbuds tab of the Ozlo Sleep app. There is a proposed limit to help ensure that you will be able to hear alarms (such as smoke detectors) and other important environmental alerts. However, the Sleepbuds are designed to mask most noise in your environment so be mindful of where to set your volume.

- **Phone-free mode:** Enabling Phone-Free Mode in the Ozlo Sleep app lets you use your Sleepbuds with a limited set of features without having to interact with the app. You may want to enable this feature if:

  - You prefer sleeping without electronics nearby.
  - You don't need to set a wake-up alarm or hear notifications.

When you enable Phone-Free Mode, the Sleepbuds begin playing a selected masking sound as soon as you remove them from the charging case. They continue to play that sound for a set amount of time or until you return them to the case, depending on your settings.

NOTE: Because the Sleepbuds are disconnected from your device, they can't play alarms or receive notifications when Phone-Free Mode is enabled.

Sleep Data

Overview

Each morning you will receive via the app a sleep score. It is meant as an indication of how well the Ozlo system believes you slept and allows you to view your sleep over time, which may show trends. The calculation looks at:

- Total sleep time
- Sleep efficiency (that is the amount of time you were asleep as a fraction of the total amount of time you were in bed)
- Amount of light sleep
- Amount of REM sleep
- Amount of deep sleep

You may view the sleep data on the My Sleep tab in the Ozlo Sleep app.

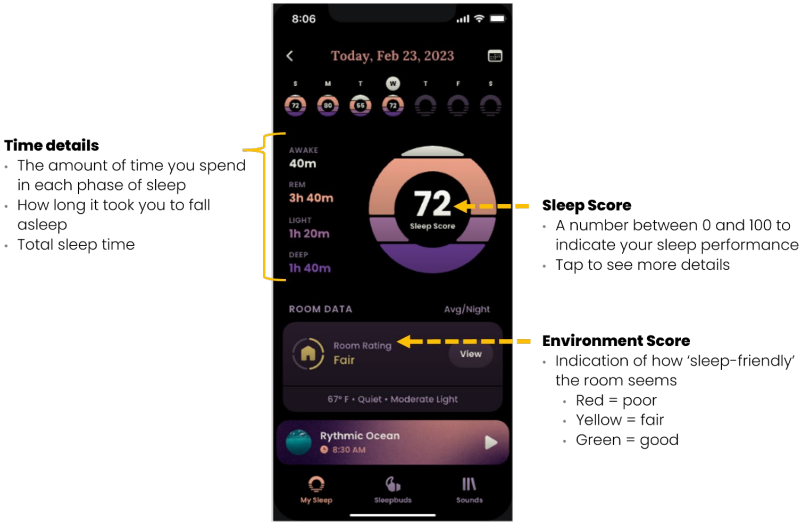


Figure 30 - Sleep score

Hypnogram

The sleep industry looks at the entire night to see the details of your sleep journey. This is often presented in a time-series graphic called a hypnogram. Ozlo provides this hypnogram:

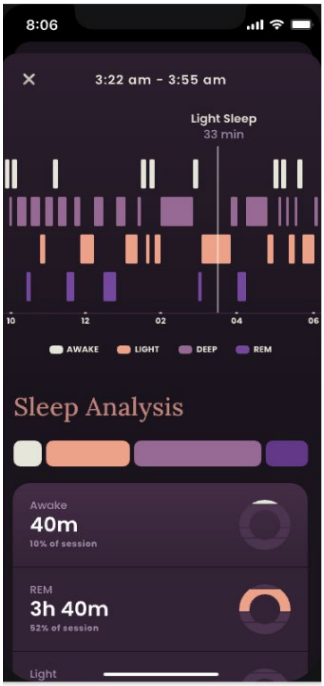


Figure 31 - Hypnogram

Top row = awake

Second row = REM sleep

Third row = light sleep

Fourth row = deep sleep

In your hypnogram, you may tap on any time of the night to see your sleep state at any moment.

The section below the hypnogram will tell you how much total time you spent in each sleep stage.

Environment

The room in which you sleep has a major impact on your sleep quality. The Ozlo case monitors three aspects of your sleep environment to assess whether it may be helping or hindering:

- Temperature
- Noise
- Brightness

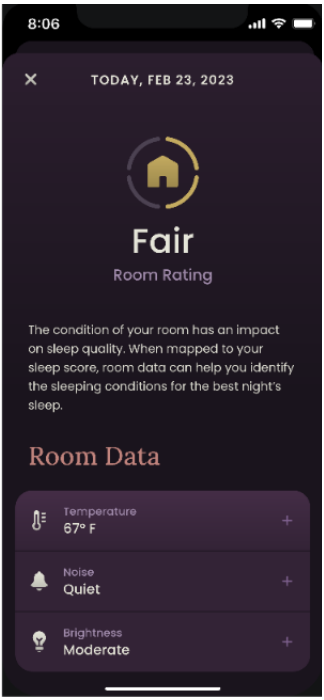


Figure 32 - Environment score

View the environment score by tapping the 'view' button in the Room Data section of the main sleep score screen.

Care and Maintenance of the Hardware

Cleaning

Your Sleepbuds and charging case may require periodic cleaning.

COMPONENT	CLEANING PROCEDURE
Eartips	Remove the tips from the Sleepbuds and wash them with a mild detergent and water. **NOTE:** Make sure you thoroughly rinse and dry the tips before reattaching them to the Sleepbuds.
Sleepbuds nozzles	Clean only with a dry, soft cotton swab or equivalent. Never insert any cleaning tool into the nozzle.
Case charging pins and Sleepbuds charging contacts	Regularly pat dry with a dry soft cotton swab or equivalent. **CAUTION:** Do NOT clean the charging pins using a wiping motion, as this can bend the charging pins or force moisture into cracks in the case.
Charging case	Clean only with a dry soft cotton swab or equivalent.

Warranty

The Sleepbuds are covered by a limited warranty. Visit our website at ozlosleep.com/support/warranty for details of the limited warranty.

To register your product, visit ozlosleep.com/support/register for instructions. Failure to register will not affect your limited warranty rights.

Replacement parts and accessories

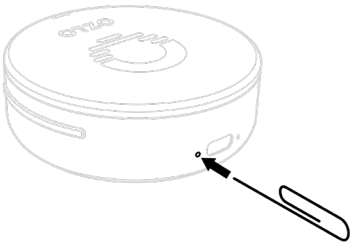
Replacement parts and accessories can be ordered through Ozlo customer service.

Visit: ozlosleep.com/support/contact

Troubleshooting

RESET THE CHARGING CASE

Resetting the charging case powers the case off and then on. This can help resolve charging issues. To reset the charging case, insert a thin paper clip into the hole on the back of the case near the USB connector. Press gently until you feel a click.



TRY THESE SOLUTIONS FIRST

If you experience problems with your Sleepbuds, try these solutions first:

- Place the Sleepbuds in the charging case and remove them.
- Close and open the charging case, then check the Sleepbuds and charging case status.
- Charge the charging case and Sleepbuds.
- Move your mobile device closer to the Sleepbuds case (within 30 ft. or 9 m) and away from any interference or obstructions.
- Make sure that your mobile device supports Bluetooth Low Energy (also called Bluetooth Smart). All devices that are compatible with iOS 10 and newer and most devices that are compatible with Android 5.0 and newer support Bluetooth Low Energy.
- Check the Ozlo Sleep app to make sure that your Sleepbuds software is up to date.
- Make sure that you are using the Ozlo Sleep app, to control your Sleepbuds.
- Try connecting another device.

OTHER SOLUTIONS

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact Ozlo customer service. Visit: ozlosleep.com/support/contact.

SYMPTOM	SOLUTION
No power	The batteries of the Sleepbuds may be in battery protection mode or depleted. Connect the charging case to power then charge the Sleepbuds.
Sleepbuds don't connect with mobile device	On your device: • Disable and then enable the Bluetooth feature. • Disconnect your device from the Sleepbuds and then connect again. Connect the charging case to power, then remove the Sleepbuds from the case. Place the Sleepbuds in the charging case and check the Sleepbuds charging lights. Charge the Sleepbuds. Restart your device. Connect again. Connect a different device. Visit: ozlosleep.com/support/videos to see how-to videos. Reset the charging case by gently pressing a paperclip into the small hole at the back of the case.
Sleepbuds don't charge	Make sure the Sleepbuds are properly placed in the charging case. Check the charging case battery lights to make sure that the case battery isn't depleted. Make sure that the charging contacts for each Sleepbud are visible through the back of each eartip. Make sure there is no debris or wax buildup covering the charging contacts on the Sleepbuds or the charging pins in the case. If the Sleepbuds have been exposed to high or low temperatures and all of the status lights are blinking white, let the Sleepbuds return to room temperature. Try charging again. Reset the charging case by gently pressing a paperclip into the small hole at the back of the case.

Charging case doesn't charge	Secure both ends of the USB cable. Connect the USB cable to a different USB power supply. Use a different USB cable. Connect to a different (AC) mains power source. Check the charging case battery lights to make sure that there isn't a charging error. If the Sleepbuds have been exposed to high or low temperatures and all of the status lights are blinking white, let the Sleepbuds return to room temperature. Try charging again. Reset the charging case by gently pressing a paperclip into the small hole at the back of the case.
Sleepbuds are uncomfortable	Make sure that you're placing the Sleepbuds in your ears correctly. Remember to rotate the Sleepbud back and press the tip wing to tuck it underneath your ear ridge. Make sure that you're using the right size eartip for each Sleepbud. You may need a different size for each ear. Be gentle when placing the Sleepbuds in your ears. The eartip should be deep enough in your ear to create a seal but not so deep that it feels uncomfortable. Make sure that the Sleepbuds are correctly oriented in the eartips. The Ozlo logo on the Sleepbud should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip.
No sound	In the Ozlo Sleep app, increase the volume of the current masking sound. Place the Sleepbuds in the charging case and check the Sleepbuds charging lights. Fully charge the Sleepbuds. Clear any debris or wax buildup from the eartips and Sleepbuds nozzles. Make sure that you're placing the Sleepbuds in your ears correctly. Remember to rotate the Sleepbud back and press the tip wing to tuck it underneath your ear ridge. Connect a different device.

Poor sound quality	Check that the Sleepbuds are creating a seal in your ears to block noise. Try speaking aloud. Your voice should sound muffled. Shake your head. The Sleepbuds should stay secure. Make sure that you're placing the Sleepbuds in your ears correctly. Remember to rotate the Sleepbud back and press the tip wing to tuck it underneath your ear ridge. Make sure that you're using the right size eartip for each Sleepbud. You may need a different size for each ear. Make sure that the Sleepbuds are correctly oriented in the eartips. The Ozlo logo on the Sleepbud should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip. Clear any debris or wax buildup from the eartips and Sleepbuds nozzles. Try a different masking sound. Some sounds are tailored to be more effective for masking noise, so they may sound different than what you're used to. Remember that your Sleepbuds are designed for sleep, so you might need to think about sound quality differently than you would for a pair of headphones.
Sleepbuds falling out of ears	Check that the Sleepbuds fit securely in your ears. Try speaking aloud. Your voice should sound muffled. Shake your head. The Sleepbuds should stay secure. Make sure that you're placing the Sleepbuds in your ears correctly. Remember to rotate the Sleepbud back and press the tip wing to tuck it underneath your ear ridge. Make sure that you're using the right size eartip for each Sleepbud. You may need a different size for each ear.
Sleepbuds don't mask noise effectively	Check that the Sleepbuds are creating a seal in your ears to block noise. Try speaking aloud. Your voice should sound muffled. Shake your head. The Sleepbuds should stay secure. Make sure that you're placing the Sleepbuds in your ears correctly. Remember to rotate the Sleepbud back and press the tip wing to tuck it underneath your ear ridge (see the 'Fit the Sleepbuds' section of this document). Make sure that you're using the right size eartip for each Sleepbud. You may need a different size for each ear. In the Ozlo Sleep app, increase the volume of the current masking sound. To be effective, the masking sound should be slightly louder than the noise in your environment. Try a different masking sound. No sound is equally effective in all environments, so you should try each to find the one that's most effective for you.
Sleep tips falling off	Securely attach the tips to the Sleepbuds. Make sure that the Sleepbuds are correctly oriented in the eartips. The Ozlo logo on the Sleepbud should face outwards and be right-side up, and both charging contacts should be visible through the back of the tip.