

FAQ Categories	Questions	Answer
Charging	How long does it take to fully charge?	MUSICOZY Sleep Headphones require 2 hours to charge and can play for 10 hours.
	How can I determine if the sleep mask is fully charged?	Under the condition that the charging cable is functioning properly, you can determine if the sleep mask is fully charged by observing its light status during charging. If the light stays red consistently, charge it for 2 hours initially and then check if it changes to blue or simply turns off, indicating a full charge. Once fully charged, the light will either become blue or go out completely. If the sleep mask hasn't been charging and the light doesn't turn on, it suggests a faulty battery. If the light remains red despite being fully charged, it indicates a malfunctioning charging indicator light.
	What steps should I take if the sleep mask is unable to hold a charge, fails to power on, or cannot be fully charged?	1. Attempt to recharge the sleep mask using a different charging cable. 2. Disassemble the sleep mask and inspect the internal wires for any signs of damage or breakage. 3. If the power level remains unchanged, indicating internal component damage, please contact us by sending a message.

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Bluetooth	Can I use this with any Bluetooth device, such as an iPod or iPhone 11 Pro Max?	Certainly! The MUSICOZY Sleep headphones can be connected to any device that has Bluetooth functionality.
	Can they be paired with both my phone and the TV simultaneously?	No, the sleep mask cannot be connected to two devices simultaneously.
	Unable to pair or reconnect with my device?	1.Disable Bluetooth on your phone. 2.Press and hold the "ON/OFF" button on the headband until the Red/Blue light begins to flash. 3.Enable Bluetooth on your phone and search for the "musiCozy" Bluetooth device. Connect to it. 4.Once the Bluetooth headband is paired with your phone, you can directly listen to music or answer calls using the headband.
	Which version of Bluetooth does it support? What sets it apart from other Bluetooth versions?	The MUSICOZY Sleep headphones utilize upgraded Bluetooth 5.2 technology, resulting in a more powerful Bluetooth chip and faster, more stable connections.
	Does it have any audio delay? Is there a difference in sound volume between the speakers on each side?	No, our eye mask does not have this issue. However, if you do happen to encounter this situation, please try the following steps: 1. Forget all Bluetooth devices. 2. Turn on the Bluetooth feature on your device and connect to "musiCozy".

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Function	Does this product truly offer noise cancelation capabilities?	Our product does not have active noise-canceling functionality. However, it does provide some degree of noise reduction when listening to music, helping to minimize external disturbances.
	Is it possible to answer phone calls while wearing this sleep mask?	Certainly! Our product is equipped with a hands-free calling function. By connecting it via Bluetooth, you can conveniently answer phone calls while using this sleep mask.
	Does the sleep mask come with a timer function? Can I set it up before going to sleep?	Unfortunately, the sleep mask itself does not have a timer function. However, we do offer our White Noise Sleep Headphones which do have a timer function.
	Is the sleep mask washable, and what is the recommended washing method? Will it fade after washing?	Certainly! To wash the sleep mask, please remove the internal part as it is not waterproof. You can either opt for machine washing or hand washing. Rest assured, the sleep mask will neither fade nor deform during the washing process.
	Is there a voice prompt that is too loud when the device powers off or the battery is low? I'm particularly concerned about this issue when I am asleep.	The MUSICOZY Bluetooth headband has been enhanced based on customer feedback, ensuring that this issue will no longer occur.

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Comfort and Quality	What is the material of the product? Is it hypoallergenic?	No, the MUSICOZY sleep masks are made with high-quality cotton that is skin-friendly and has undergone testing to ensure it is free of any harmful substances. The material is soft, breathable, and non-irritating to the skin, so you don't need to worry about any allergies or discomfort.
	Is it possible to adjust the tightness of this sleep mask?	Yes, our sleep mask is designed with an adjustable elastic velcro that ensures a secure fit without sticking to your hair. You can easily adjust the tightness according to your personal preference, allowing you to achieve the most comfortable wearing experience.
	Will the sleep mask put pressure on the eyes?	No, the MUSICOZY Sleep headphones are designed with a 3D contoured shape that ensures there is no pressure on your eyes while using the sleep mask.
	Is the sleep mask suitable for individuals with sensitive skin?	Yes, the sleep mask is made of an original fabric that is incredibly soft and gentle on the skin, making it suitable for all skin types.
Other	Does this sleep mask come with any warranty?	MUSICOZY offers a 365-day after-sales service for the sleep mask.

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Other	Is it possible to obtain a longer charging cord for this product? Additionally, are there any related accessories available for purchase?	Yes, sure. MUSICOZY store introduces 2 different charging cables for you choose. Type-C charge cable has 3 lines, another charge cable is 2 lines like Android system.