TRUEOPEN® Hearing Augmenter

HL268 User Manual

Please read the manual and follow the instructions accordingly.

This product is a personal hearing augmenter, not a hearing aid. If you

have hearing difficulties, please consult a professional audiologist for

assistance.

IP55 CCAO24LP049AT1

FCC ID : 2ABTAHL268   P/N:323103869   VER:A001

*Note !

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

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*Note !

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 product meets applicable national SAR limits of 1.6W/kg.
This specific maximum SAR values can be found in the section of this user guide. Note that the product may be transmitting even if you are not Surfing Internet.
Head SAR: 0.00 W/Kg

*Note !

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.

Table of Contents

Hearing Augmenter

- The hearing augmenter utilizes AR (Augmented Reality) concept in acoustics. It processes environmental sounds without blocking the ear, allowing these sounds to pass through an open natural airflow of the external ear (including the auricle), blending seamlessly with the original ambient sounds, and synchronizing with the individual's natural hearing.

- The overlaid sound can be customized to amplify environmental sounds as needed, helping the user hear more clearly. Suitable for adults with fully developed auditory perception and seniors, it is ideal for use in specific situations or when clearer hearing is desired. The device does not block the ears, eliminates harsh feedback, provides comfortable wear, and delivers natural sound.

- The main components of the product include: a built-in microphone for sound reception, an amplifier, sound-emitting components, sound processing software (firmware), and an app.

- The HL268 hearing augmenter is equipped with Bluetooth 5.3, offering duplex capability for receiving Bluetooth audio sources while simultaneously providing environmental sound compensation. It can operate in personal sound amplification mode or in duplex mode, which combines sound amplification with Bluetooth audio reception.

1、Components

The full package contains following components:

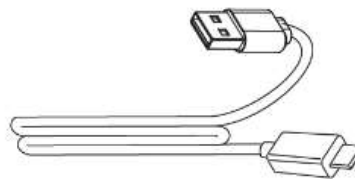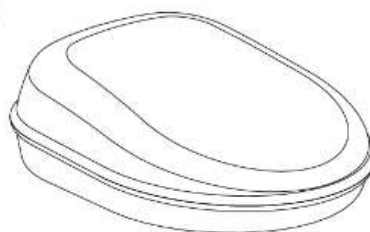|	Components	Quantity
①	Hearing Augmenter	1
②	Charging Converter	1
③	USB-C Charging Cable	1
④	Manual	1
⑤	Quick Start Guide	1
⑥	Carrying Bag	1
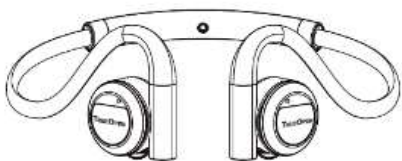
Caution:
The charging port has strong magnetic properties! To avoid product damage, please keep product away from objects can easily influenced by magnetism. For example, mechanical watch, floppy disk, magnetic card, magnetic tape, prepaid card, prepaid ticket, MO, and MD.
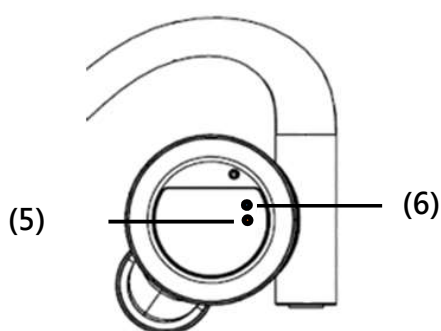
2、⚠️Important Notice & Safety Instruction

1. This product is design for adults capable of operating computer, communication, and consumer electronics product. If the product is used by users under 18 years, parental consent and adult supervision is required to prevent hearing damage caused by excessive volume.

2. This product is an assistive device, not a medical device, and it cannot recover natural hearing to normal levels. If the user is experiencing hearing degradation or loss, it is essential to seek medical evaluation and treatment. This product is not suitable for infants or individuals who cannot express their intentions.

3. Please follow the instructions of operation. The manufacturer is not liable for any consequences resulting from improper use or misuse.

4. This product is water repellent, NOT waterproof. Do not submerge it in water or any liquid. Remove the product before swimming or showering, and ensure your ears and hair are completely dry before wearing it again.

5. Do not drop the product and avoid any strong impacts, as it may result in malfunction or improper operation.

6. When using this product, keep it away from environments with strong static electricity, electromagnetic fields, or radiation interference. Avoid using simultaneously with magnetic products to ensure proper operation.

7. If there are any damage when purchasing the product, please contact the retail store or local distributor from whom you purchased the product.

8. Keep this product stored out of reach of children and pets to avoid the risks of choking, accidental ingestion of small components, or damage to the product.

9. Do not wear the product while sleeping, as pressure on the auricle may cause damage to the device.

10. Please dispose of and recycle the product according to local environmental regulations.
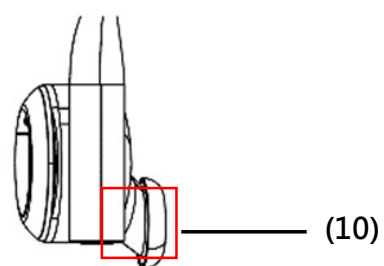
3、Device Overview

3-1 HL268
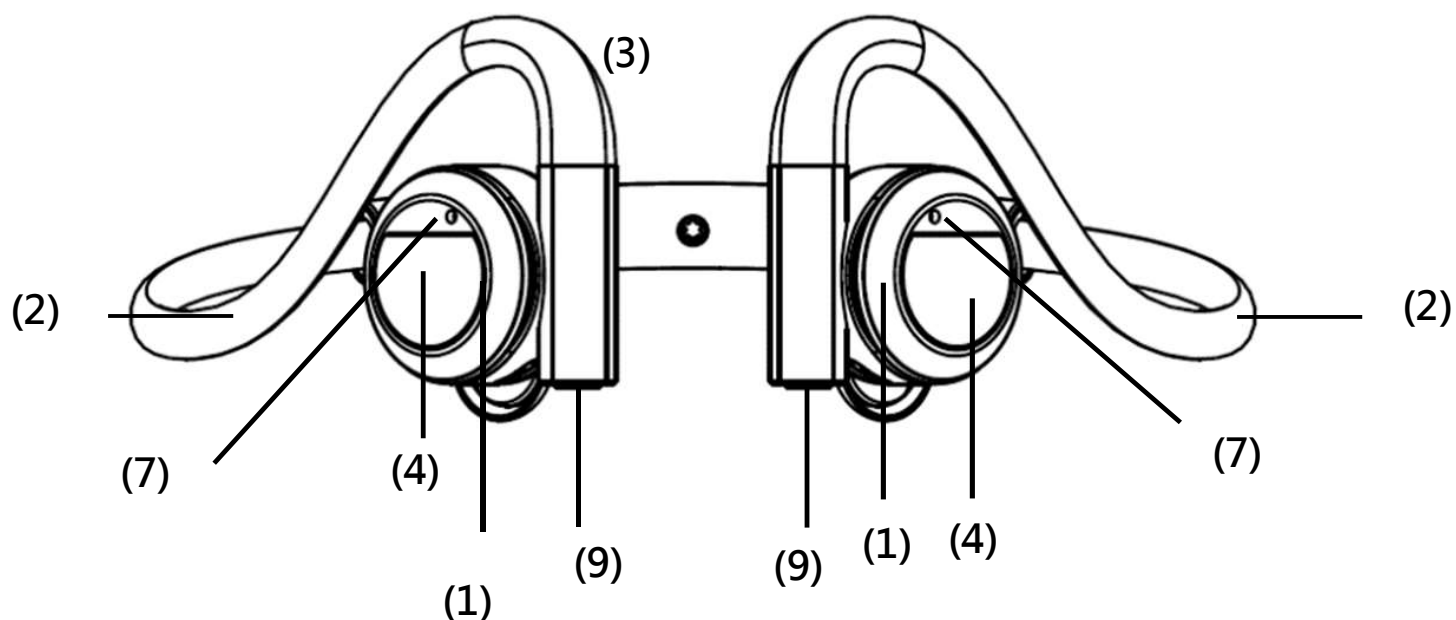
(3)

(2)

(2)

(7)

(7)

(4)

(9)

(9)

(1)

(4)

(1)

<Partial enlarged side view of the main unit 1>	<Partial enlarged side view of the main unit 2>
(5) (6)	(10)

3、Device Overview

#	Parts	Description
(1)	Main Unit	The main parts of the product, one for each side.
(2)	Mounting-arm	Secure the main unit next to the auricle, one on each side.
(3)	Adjustable-track	The adjustable mounting arm accommodates various head sizes for a comfortable fit.
(4)	Touch Area	Turn on (automatic Bluetooth functionality) or turn off the power.
(5)	Blue light	Displays the Bluetooth connection situation, one for each side ● Remain steady: Turn on/off ● Flash: Pair waiting ● Breathing Light Cycle for 3 seconds: Using ● On: Fully charged
(6)	Orange light	Displays the power status of the main unit, one for each side ● Breathing Light Cycle every 3 seconds : Charging ● Flash 3 times every 10 seconds: Battery low, please charge
(7)	Mic hole	The location of the environmental microphones, one for each side
(8)	Rechargeable lithium battery	One for each side. After fully charged, Personal Sound Amplification Mode: Continuous use of up to 15 hours Duplex Mode: Volume 50%, continuous use of up to 9 hours
(9)	Charging port	Different magnetic polarities on each side for automatic attachment of the charging converter
(10)	Sound tube/cover	Direct the sound to the auricle, simultaneously overlaying it with natural sound, one for each side.

3、Device Overview

3-2 Download the TRUEOPEN® APP

This product features sound processing and amplification functions, which require individual customization through app.
Please scan the QR code to download the TRUEOPEN® APP.
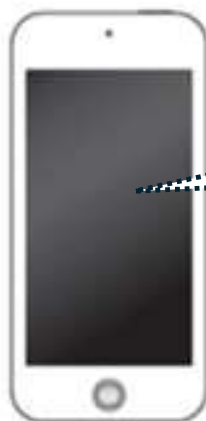
Once the app is launched, you can proceed with the necessary sound settings and adjustments. For detailed instructions, please refer to pages 15-19. The latest instructions following app updates will be promptly updated on the web page accessed via the QR code.

4、Usage

4-1 How to Wear HL268

Step 1 Holding HL268 in the correct way

Hold the main unit with one side in each hand, ensuring the sound tubes face downward. At this point, the product should form a U-shape with the open end facing forward across your chest.
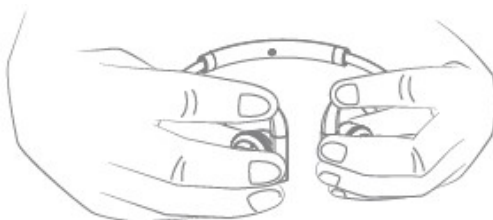
Step 2 Place and secure the main units on both sides.

Move both hands downward from the temples so that the main units are positioned on the outside of the auricles, with the mounting arms placed behind the ears (similar to the position of eyeglass frames). Ensure the sound tube outlets are directed towards the concha.
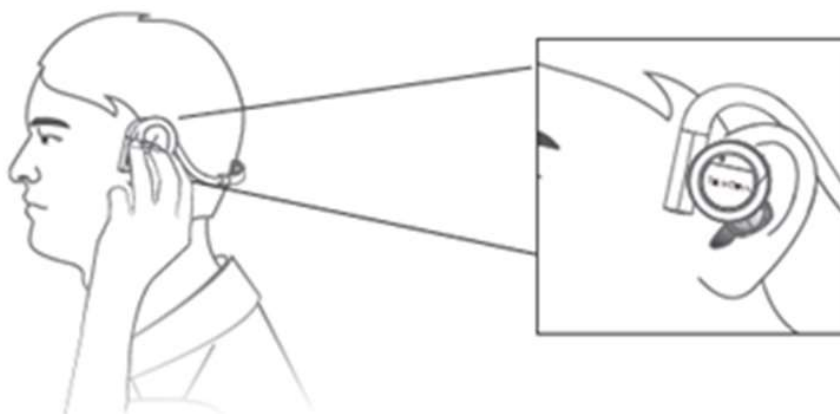
4、Usage

Step 3 Adjust the adjustable track

Adjust the length of the mounting arm as needed.

You can also arrange your hair to cover the mounting arm and adjustable track for a more discreet appearance.
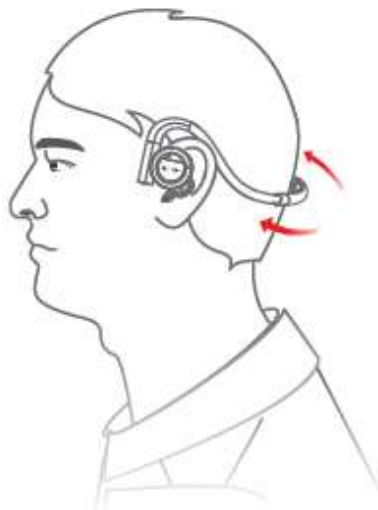
4、Usage

4-2 Power Description of HL268

This product features a built-in rechargeable lithium battery, which can be charged using the product-specific magnetic charging converter and a USB-C charging cable, connected to a power adapter. When fully charged, the product can be used continuously for up to 15 hours in personal sound amplification mode (Bluetooth off). In Bluetooth connection mode with the volume set at 50%, it can provide continuous playback for up to 9 hours.

4-2-1 Low Battery Warning

When the battery level on one side of the unit is low, an orange light will flash three times every 10 seconds to indicate that charging is needed. Additionally, every 2 minutes, a voice prompt will alert you with "battery low".

When the battery is depleted, the unit will issue a voice prompt saying "power off" followed by a blue light that remains steady for 3 seconds before the power is turned off to protect the device.

4、Usage

4-2-2 How to Charge HL268

⚠️ Please use the provided dedicated charging cable and magnetic charging converter for this product. Do not use fast-charging adapters, as the high current could damage the device.

Before charging, ensure that the USB-C charging cable and magnetic charging converter are properly connected, then plug them into the power adapter.

Bring the charging port of the product close to the magnetic charging converter. The charging head will automatically align and attach to the charging port.

Once power is connected, the product will automatically turn off and start charging.

This product features a charging protection function. It takes approximately 2 hours from low voltage warning to a full charge. The battery will automatically stop charging once fully charged.

During charging, the orange light will continue to display as a breathing light. Once fully charged, the orange light will turn off and be replaced by blue light remain on.

4、Usage

4-3 How to Operate HL268

Press and hold the touch buttons on both sides of the unit for 3 seconds to power on the product. The unit will then issue a voice prompt "power on".

When the blue light starts flashing and issue a voice prompt "pairing", you can proceed to pair and connect with your smartphone via Bluetooth (see pages 12-13 for more)
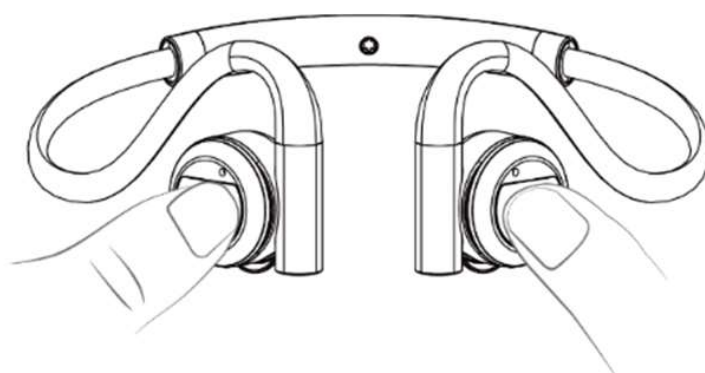
To power off the device, press and hold the touch buttons on both sides for 5 seconds. The HL268 will then turn off the device with a voice prompt "power off".

⚠ If Bluetooth is connected and music is being played or a call is in progress, the device cannot be powered off. You must first stop playback or end the call before powering off.

4、Usage

4-4 How to set up the Sound Setting

To adjust the ambient volume and desired sound amplification mode, please use the app on your smartphone (see pages 15-19 for details).
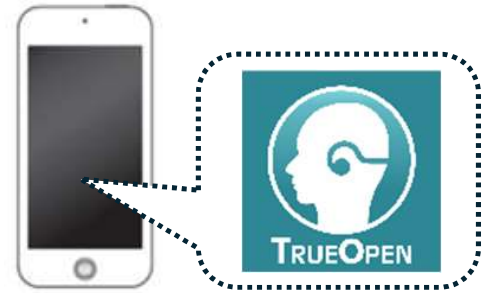
To adjust the volume of the Bluetooth audio source (such as a smartphone), please adjust the device volume.

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4、Usage

4-5 How to Pair with HL268 via Bluetooth

This product supports Bluetooth 5.3 and can simultaneously receive
audio transmitted via Bluetooth from a smartphone or other devices.
Therefore, the ability to process ambient sounds will not be affected
while enjoying audio from your smartphone.

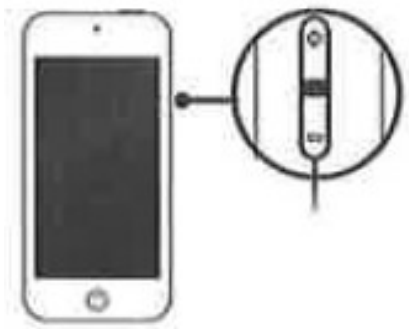⚠ When you receive a call on your smartphone, the main unit will
provide a voice prompt or ringtone. Please answer the call using your
smartphone. (The notification format may vary depending on the
smartphone brand.)

4-5-1 Establish Bluetooth Connection

During the first connection, pairing must be established between the
audio source (such as a smartphone or tablet) and the product. For
example, the Bluetooth pairing steps with a smartphone are as follows:

Step 1 Bring the product close to your smartphone and open the
Bluetooth settings on your phone (refer to phone user guide). Search
for available devices and initiate Bluetooth pairing.
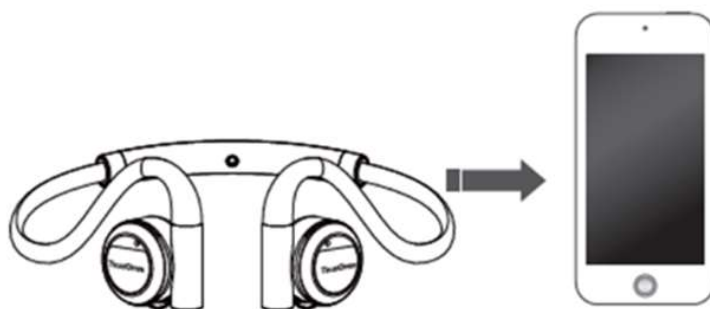
4、Usage

Step 2 Turn on the HL268 (or reactivate) to activate Bluetooth function. When you hear the voice prompt "pairing", the blue lights on both sides of the unit begin to flash rapidly, the device is in pairing mode and waiting to connect.

Step 3 Select "HL268" from the list of available devices on your phone.

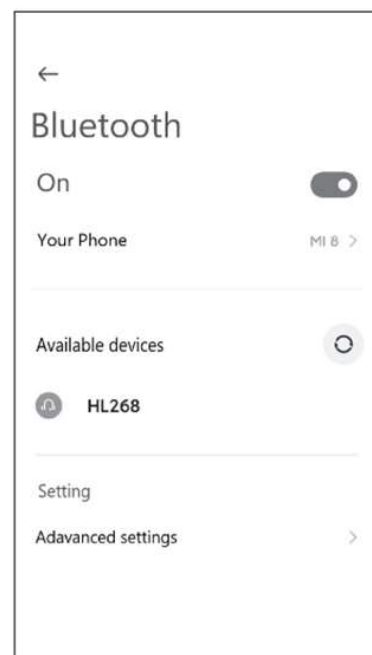When you hear the voice prompt "connected" from the main unit, it means the pairing was successful and the Bluetooth connection has been established.

←

Bluetooth

On

Your Phone   MI 8 >

Available devices   ○

○ HL268

Setting

Adavanced settings   >

Note: For previously paired HL268 and smartphones, simply turning on Bluetooth on both devices will automatically reconnect them.

Some phones may not automatically connect due to security settings. In this case, follow step 3 to select the device from the list and establish the connection.

⚠ If the HL268 fails to establish a Bluetooth connection within 120 seconds, the system will automatically disable the Bluetooth function to save power. To restart the Bluetooth function, please turn off the device and turn it on again.

4、Usage

4-5-2 Connection Disruption

When HL268 is too far from the phone, the Bluetooth connection will be interrupted. If you hear a voice prompt "disconnection, pairing", it means the device has exceeded the effective connection range.

⚠️The Bluetooth transmission range is typically within 10 meters, but the actual effective distance may vary depending on the environment. Factors such as nearby sources of wireless interference (e.g., electrical devices or multiple wireless network signals) or obstacles (such as walls or bodies) may affect the effective range.

To restore the Bluetooth connection, please reduce the distance between your smartphone and HL268 until you hear the voice prompt "connected".

If the Bluetooth connection cannot be restored within 120 seconds, HL268 will automatically switch to personal sound amplification mode, turning off the Bluetooth function and only processing ambient sounds.
To re-establish the Bluetooth connection, please power off HL268 and turn on again.

5、 APP Operation

The built-in sound processing and amplification functions of this product can be customized through the app. If the app settings are not configured, the product can still function as a standard Bluetooth headphone, transmitting ambient sounds at a basic level without additional personalized processing.

> ⚠ Since the app is dynamically updated over time, the interface may differ. Scan the QR code to view the latest version of the operation instructions.

5-1 Download the TRUEOPEN® APP

Scan the QR code above using a phone with a software version of iOS 16 or Android 10.0 or higher to install the "TRUEOPEN®" app.

5-2 Start the APP

Step 1   Open the "TRUEOPEN®" App.

Step 2   Wear the hearing augmenter.
If necessary, restart the HL268 to activate the Bluetooth function.

5、 APP Operation

Step 3 Select the desired adjustment on the home page of APP. The "TRUROPEN$^®$ APP" offers the following three functions:
-Quick Fitting
-AI Self-Fitting
-Volume Adjustment
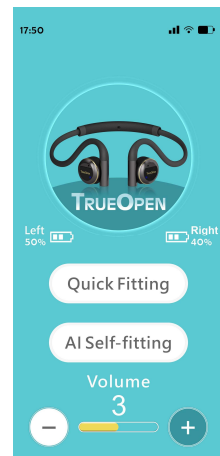
⚠️ If the app has not yet established connection with HL268 after selecting a function, "Connecting" screen will be displayed
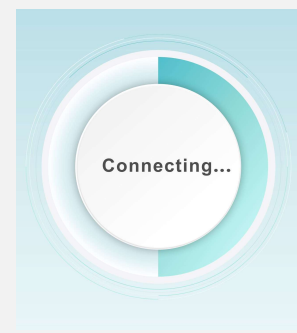
Once the connection is established, the app will proceed to the selected customization settings on the home page. If you want to select other adjustments or settings, you can return to the app's home page by selecting the "Home" button at the bottom of the page and choose a different function.

5、 APP Operation

> ⚠️ If the app consistently fails to connect to HL268, a connection error message will appear. In this case, please close the TRUEOPEN® app and remove it from the background, then restart HL268. Reopen the TRUEOPEN® app to restore the connection.

5-2-1、Quick Fitting

Access Quick Fitting: On the app's home page, select "Quick Fitting" to enter the Quick Fitting function.
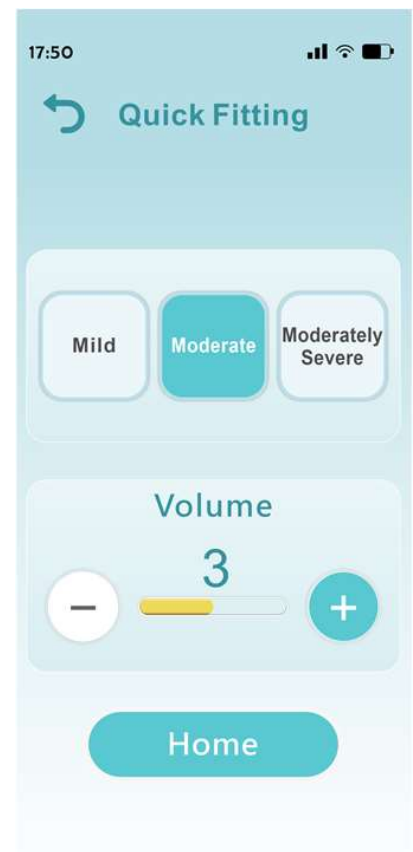
Step 1 Choose a sound enhancement mode based on user preference:

- Mild
- Moderate
- Moderately Severe

Step 2 Adjust the volume according to user feedback:

- Press "+" to increase the volume.
- Press "−" to decrease the volume.

Set the volume to a level that is most comfortable for the user.

5、 APP Operation

Step 3 If needed, repeat steps 1-2, the user can listen and compare different combination to select the most suitable one. Once the adjustment is complete, you can exit the app. To switch to other adjustment function, select the "Home" button at the bottom to return to Home page.

5-2-2 AI Self-Fitting

Access AI Self Fitting: Select "AI Self Fitting" from the home page to begin the hearing test.

Step 1 Follow the instructions on screen to complete the hearing test.
- If the sound is very loud and clear, press "Heard".
- If you cannot hear any sound at all, press "Not Heard".
- If the sound is very faint but detectable, press "Faintly Heard ".

Note: This test aims to find the smallest volume you can perceive, so faint sounds are considered acceptable.
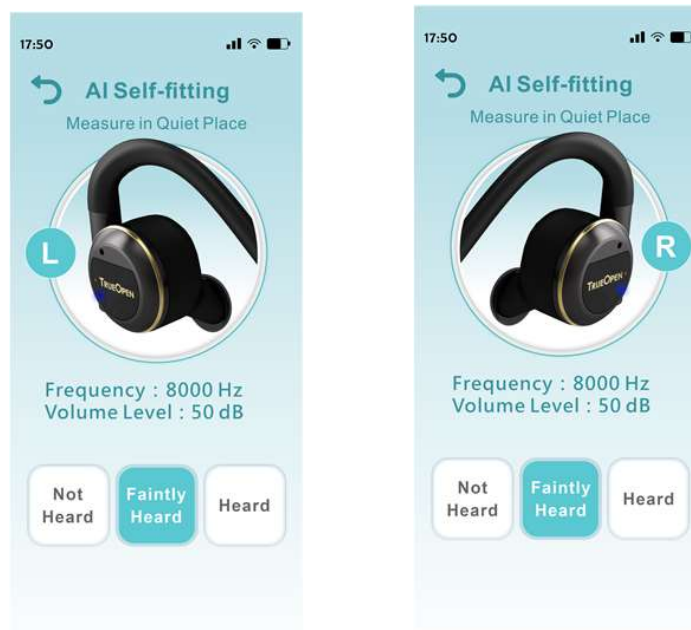
5、 APP Operation

Step 2 Once completed, the product will use the collected feedback data and analysis results to automatically generate the best three sound mode and volume settings through AI.

Step 3 If needed, based on the actual listening experience and feedback, users can choose from the three AI-generated settings (1, 2, 3) and adjust the volume (1–6) as required.

Once you have adjusted to the most suitable combination, you can exit the app. If you wish to use other adjustment function, select the "Home" button at the bottom.
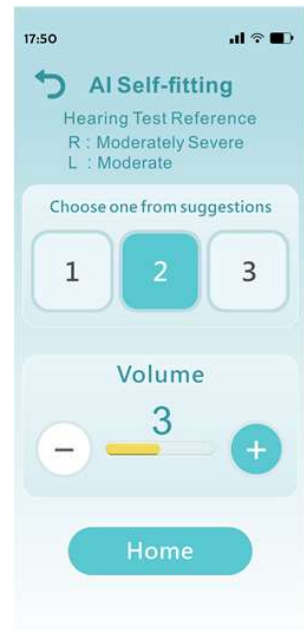
5-2-3 Adjust the Volume

If you only wish to adjust the overall volume without restarting the self-fitting process, you can do so directly from the app's home page:

Press the "+" button to increase the volume.

Press the "-" button to decrease the volume.
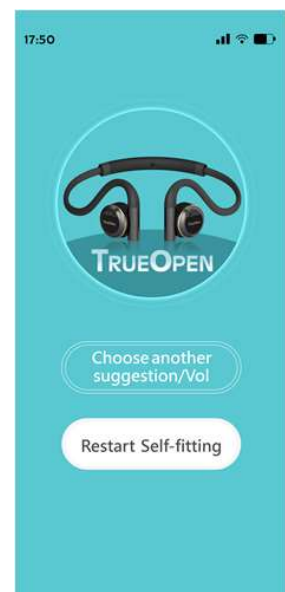
> ⚠️ For optimal use of auditory products, allow your ears to rest periodically. Experts recommend setting the volume below 85 decibels and limiting continuous use to no more than 8 hours.

6、Troubleshooting

When using this product, if you encounter any of the following issues, please refer to the table below for solutions.

Problem	Possible Causes	Solutions
Low Volume	Improper wearing	Confirm that HL268 is correctly positioned on your ears. Make sure the sound tubes are properly directed towards the outer ear canal.
	APP volume is too low.	Please use APP to adjust the volume
	Smartphone volume is too low.	Turn up the smartphone volume
	Sound source is too distant.	Please move closer to the sound source and speak again; or move closer to the source of the sound.
	Excessive low battery	Please charge the device.
	Hearing degradation	Please consult the audiologist specialist.
Loud Volume	APP volume is too loud.	Please use APP to adjust the volume.
	Smartphone volume is too loud.	Turn up the smartphone volume.
No Sound	Device is off.	Please power on the main unit.
	Main unit connection issue	Please contact support for repair or replacement according to the product warranty procedure.
	APP volume is too low.	Please use APP to adjust the volume.
	Excessive Low Battery	Please charge it as soon as possible and restart it.
	Hearing Degradation	Please consult the audiologist specialist.

6、Troubleshooting

Problem	Possible Causes	Solutions
Sharp Whistling	Liquid or foreign objects Blocking.	Use a cotton swab to remove any liquid or gently shake the product to remove foreign objects.
	Component issue	Please contact support for repair or replacement according to the product warranty procedure.
APP Connection Failed	Smartphone Bluetooth is OFF.	Please turn on the phone's Bluetooth function.
	Another Bluetooth device Occupying the Device.	Disconnect other devices from HL268 Bluetooth connection.
	Others	Close the mobile app and remove it from the background, then restart both the HL268 and the app.

If HL268 still not function properly after taking above actions, please contact the local distributor or repair service where you purchased it (see the last page of this manual).

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7、Storage and Maintenance

7-1 Recommendations for Storing Batteries That Have Not Been Used for a Long Time.

This product uses a rechargeable lithium battery. Due to the electrical characteristics of lithium batteries, avoid allowing the battery to completely discharge. A battery that has been fully discharged and stored for a long time may enter a deep discharge state, making it unable to recharge. If you need to store it for an extended period, we recommend following steps to protect your device:

1. Use the product until the battery is very low (emits a low battery warning). Turn off the product and charge it for about an hour and a half (to approximately 50% battery level). Store the product in a cool, dry environment with a temperature below 32°C (90°F) and humidity less than or equal to 93% R.H.

2. If storing for more than 3 months, please repeat the charging and storage process at least once every 3 months.

7-2 Storage Precautions

This product does not require special moisture protection, but please pay attention to the following precautions:

- Store the product in a dry place at room temperature.
- The product is sensitive to extreme heat, high humidity, strong magnetic fields (>0.1T), X-rays, and mechanical stress. Do not expose it to such environments.
- Do not immerse or drop the product in water!
- Do not leave the product in direct sunlight for extended periods.

7、Storage and Maintenance

- The product contains components sensitive to electromagnetic interference. Avoid using it in areas with strong electromagnetic interference to prevent functional issues.
- Do not use the product in the shower, and avoid contact with makeup, perfume, aftershave, hair styling products, or sunscreen.

7-3 Clean and Disinfection

This product does not require regular factory maintenance. Simply perform basic surface cleaning and follow the relevant storage precautions.

- Gently wipe the surface of the main unit and its casing with a dry, anti-static soft cloth.
- When cleaning, do not use alcohol, benzene, or any other liquids or household cleaners, as they may damage the product.
- For severe dirt, use a cotton cloth dampened with water, wrung out, and then gently wipe the surface.
- Regularly check the sound guide openings for earwax and clean them if necessary.

8、Specification

TRUEOPEN® Hearing Augmenter			
Model	HL268	Principle	Air-Conduction
Target User	Adults with mild to moderate hearing loss		
Dimension(L x W x H)	143mm × 112mm × 43mm		
Weight	25 g ± 5 g		
Operation Environment	Temperature：0℃～45℃（-32℉～113℉） Humidity：15%～93% R.H.		
Storage Environment	Temperature：-20℃～60℃（-4℉～140℉） Humidity：≦93%R.H.		
Maximum Acoustics Gain	50dB		
Maximum Sound Pressure	120dB		
Bluetooth	TWS BT5.3 Up to 15 meters Support HFP/HSP/A2DP/AVRCP		
Power Supply	70mAh (3.7V) Li-ion Battery for each main unit Charge with DC 5V Adapter		
Battery Time	After Fully charged, 　Personal Sound Amplification Mode: Continuous use of up to 15 hours 　Duplex Mode: Volume 50%, continuous use of up to 9 hours		
Automatic power saving	If fails Bluetooth connection within 120 seconds, the device automatically disable the Bluetooth function.		
Warranty	The main unit：1 year, Battery: 6 months		

9、Manufacturer Information

TRUEOPEN® Hearing Augmenter

Model: HL268

NCC Approval ID: CCAO24LP049AT1

Manufacturer: HEALTH & LIFE CO., LTD

Address: 9F, No. 186, Jian Yi Road, Zhonghe District, New Taipei City 23553, Taiwan

Telephone: 02-8227 1300

This product comes with a limited warranty service for one year from the date of purchase. The following situations may incur repair charges, please be aware:
1. Faults caused by incorrect operation not in accordance with the user manual or instructions from our personnel, whether intentional or due to negligence.
2. Faults resulting from fire or other natural disasters.
3. Faults due to modifications or alterations of the original structure or other human factors.
4. Products not authorized for sale by our company, or those for which the warranty certificate and authorized dealer stamp cannot be provided.

Disclaimer: The company does not guarantee the internal parts of the machine if they fail due to repairs conducted by unauthorized personnel.

10、Product Warranty Card

If you have any issues with the product or its usage, or need service or assistance, please contact the following service locations.

TRUEOPEN® Product Warranty Card	
Name：	Phone:
Address：	
（ Dealer Stamp ）	S/N Number：
	Date of Purchase：
Warranty Contact Information	
Email: public@hlmt.com.tw	

If you need to send the product for repair, please make a copy of this page, package the product securely, and send it by a traceable method (such as registered mail) or deliver it in person to the service location.