

CONFIDEA FLEX & FLEX G4 UNITS

USER GUIDE

VERSION 3.0 (SEPTEMBER 2026)



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INTRODUCTION TO CONFIDEA FLEX / FLEX G4

The Confidea FLEX is Televic Conference's latest audio only tabletop unit. The Confidea FLEX is a wired device while the Confidea FLEX G4 is his wireless twin.

This unit has an **integrated display** that offers meeting participants essential meeting information with different additional meeting controls. In contrast to the previous generation of Confidea units, there is only **one type of unit**.

An operator or technician can **configure the unit as chairperson or delegate**. Other functions such as voting and interpretation are obtained through **licenses**. A specific license is available to configure the unit as a **Dual Delegate unit**. In Dual Delegate mode, two delegates can use the same unit. Therefore, the screen is split into two and two microphone LEDs light up on the microphone button.

All features become accessible via the interface of the unit. For more information on the configuration of the Confidea FLEX unit see the Plexus installation guide.



Figure 1-1 The Confidea Flex G4

In the next section you can find a description how to use the Confidea GO G4 unit. This description consists of two parts:

- The **hardware elements** available on the unit itself
- The **interface** of the unit

HOW TO USE THE CONFIDEA FLEX UNIT

Below you can find a description how to use the Confidea FLEX unit.

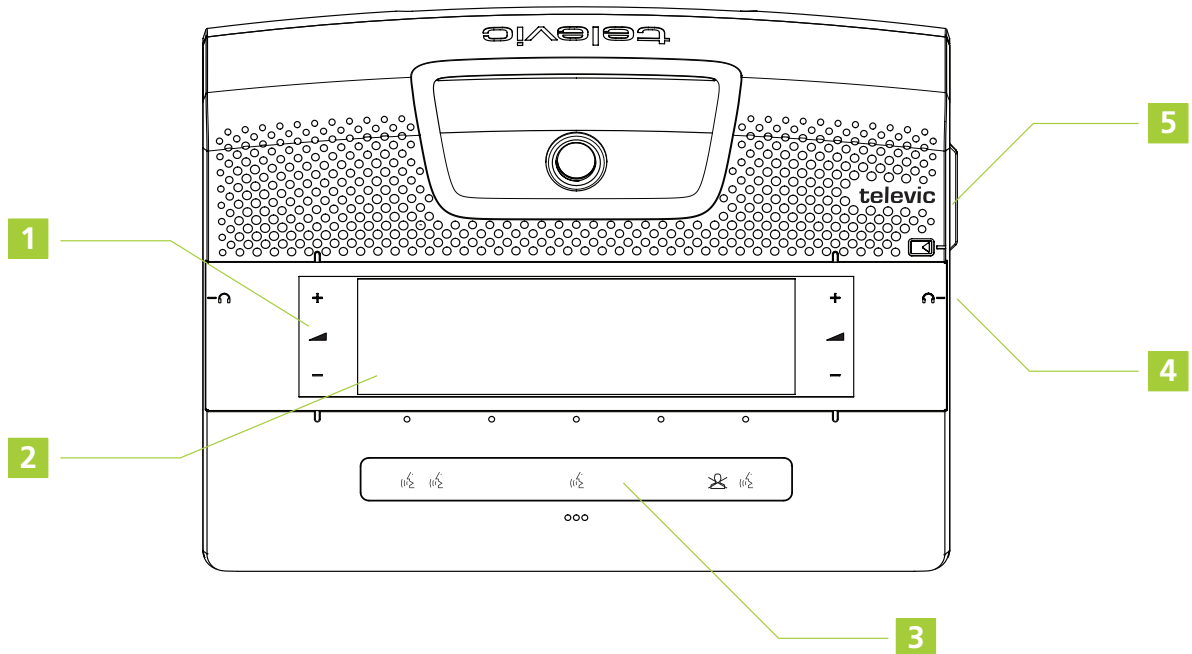


Figure 1-2 Top view of the Confidea FLEX

You can find the following functions on the Confidea FLEX unit:

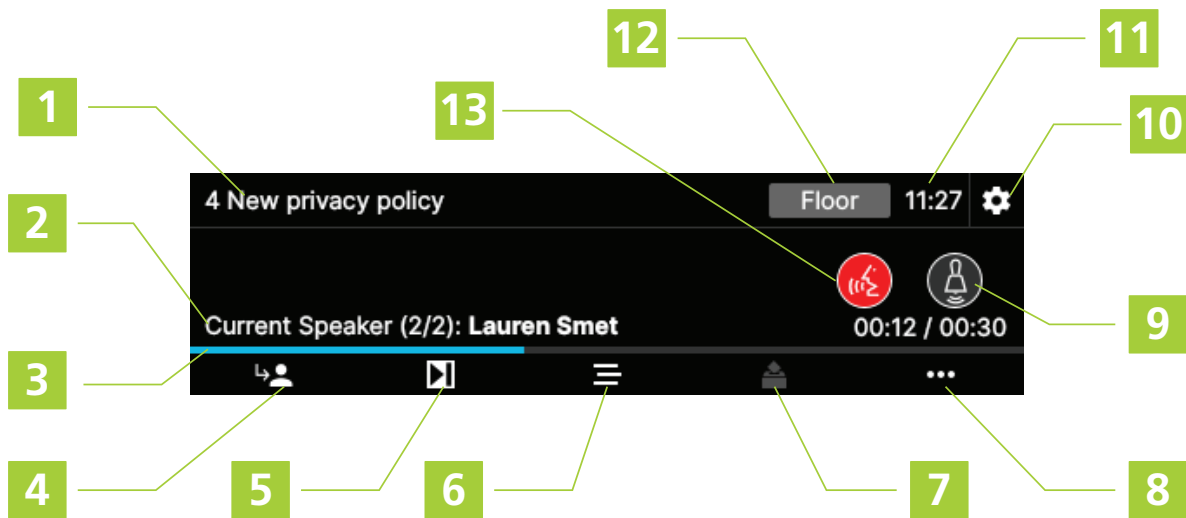
1. **Volume control:** the volume control buttons become visible when you plug in your headphones.
2. **Interactive display:** shows meeting information and different controls. Which controls are available depend on the configuration of your unit (chairperson / delegate) and the licenses active on the unit. You can find a detailed description how to use the interface in "How to Use the Confidea FLEX & FLEX G4 Interface" on page 7
3. **Microphone button:** has different hidden LEDs indicating which functions are active. The microphone button has the following functionality:
 - a. : press the button where the LEDs is active. This **activates the microphone** or puts the **microphone in request**, if request to speak is active. Depending on the configuration of the unit one or two (dual delegate configuration) microphone LEDs light up.

b. : **PRIOR** button: *press and hold* to temporarily mute all microphones or *press and release* to deactivate all active microphones.

4. **Headphone connector** (on both sides): when you plug in the headphones the volume buttons next to screen light up and become active.

5. **RFID/NFC badge reader**: insert the RFID badge into the reader or tap the NFC badge on the unit as indicated on the interface of the unit.

MAIN INTERFACE



1. **Meeting name** or the active **agenda item**
2. **Current speaker list**: when there are multiple speakers the display shows each speaker one by one and repeats this when finished
3. **Speech timer**: shows the progress of the speech timer. Is only visible when the speech timer function for chairperson is active
4. **NEXT button**: grants the floor to the next delegate in the request list
5. **Meeting control**: press this button to open the meeting control menu where you can pause, stop or restart the meeting
6. **Agenda**: press the button to access the agenda and activate the agenda item of your choice
7. **Voting options**: when a voting agenda item is active, the voting menu icon becomes active.
8. **More options**: press this button to see more options
 - > **Record meeting**: press the button to start or stop recording the meeting. When recording is active, a red dot appears on the upper right corner of the interface.
9. **Service button**: press the button to request a service. When the service was requested, the button becomes white. When the service is accepted in CoCon, the button turns green.
10. **Settings**: press to access the settings menu, here you can change different general settings such as the display settings, and retrieve device information. For more information see "Settings Screen" on page 17

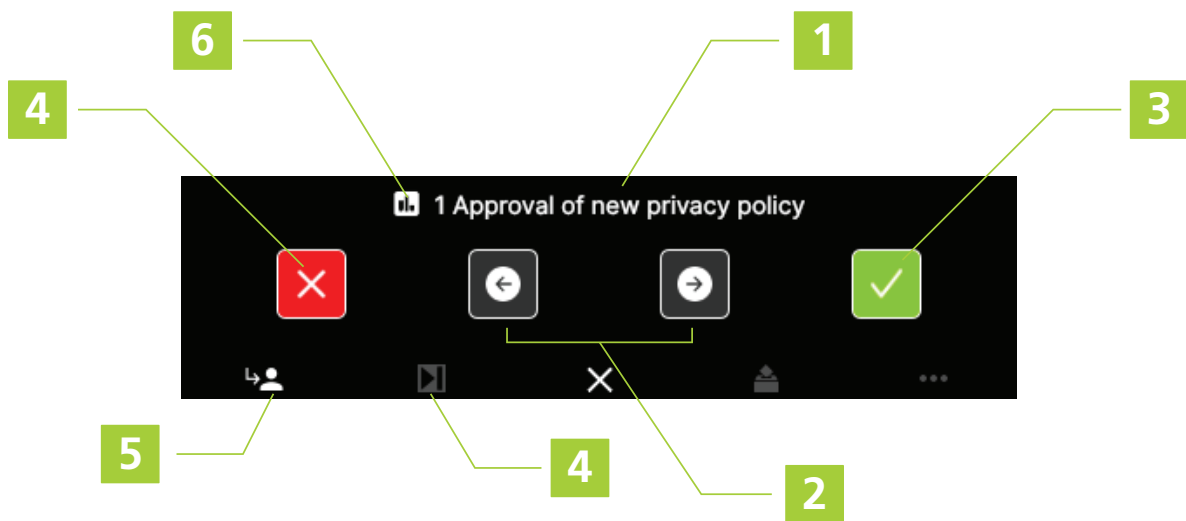
11. **Current time**

12. **Channel selection:** press the channel name to change it, see "Channel Selection Interface" on page 16

13. **Deactivate** microphone

MANAGE AGENDA

As chairperson you can change the active agenda item from your unit, press the agenda icon  to access the agenda. The following functions are available:



1. The **agenda item** name

2. Use buttons to **navigate through the agenda**

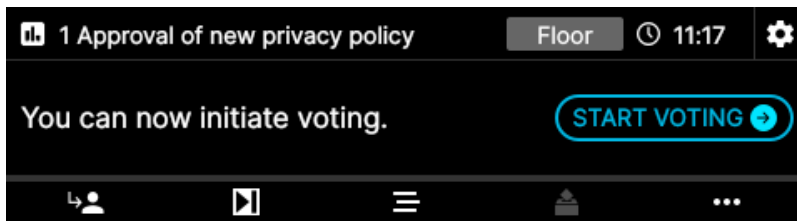
3. Press button to **activate** the selected **agenda item**

4. Press to **exit the agenda** screen

5. **NEXT button:** grants the floor to the next delegate in the request list

VOTING CONTROL

As chairperson you have additional controls to manage the voting. In the menu on the bottom of the screen the voting control button  becomes active when you activate a voting agenda topic and start the voting. You can recognize voting agenda topics by the icon  preceding the topic name. When you activate the voting, the Confidea FLEX shows the following message:



Click **START VOTING** to start the voting session, the voting control menu is now accessible. With this menu you can perform the following actions:

- > **Pause** voting
- > **Stop** voting: when you stop the voting, the voting results are shown and remain visible when you revisit the agenda topic.
- > **Resume** voting when voting was paused
- > **Restart** voting when voting was stopped
- > **Clear** voting results, this removes the voting results from the screen.

When you select one of these options, you need to **confirm** the action.

NEXT SPEAKER

The **NEXT** button grants the floor to the next delegate in the request list.

When the Chairperson display shows the following screen, tap on the screen as prompted:



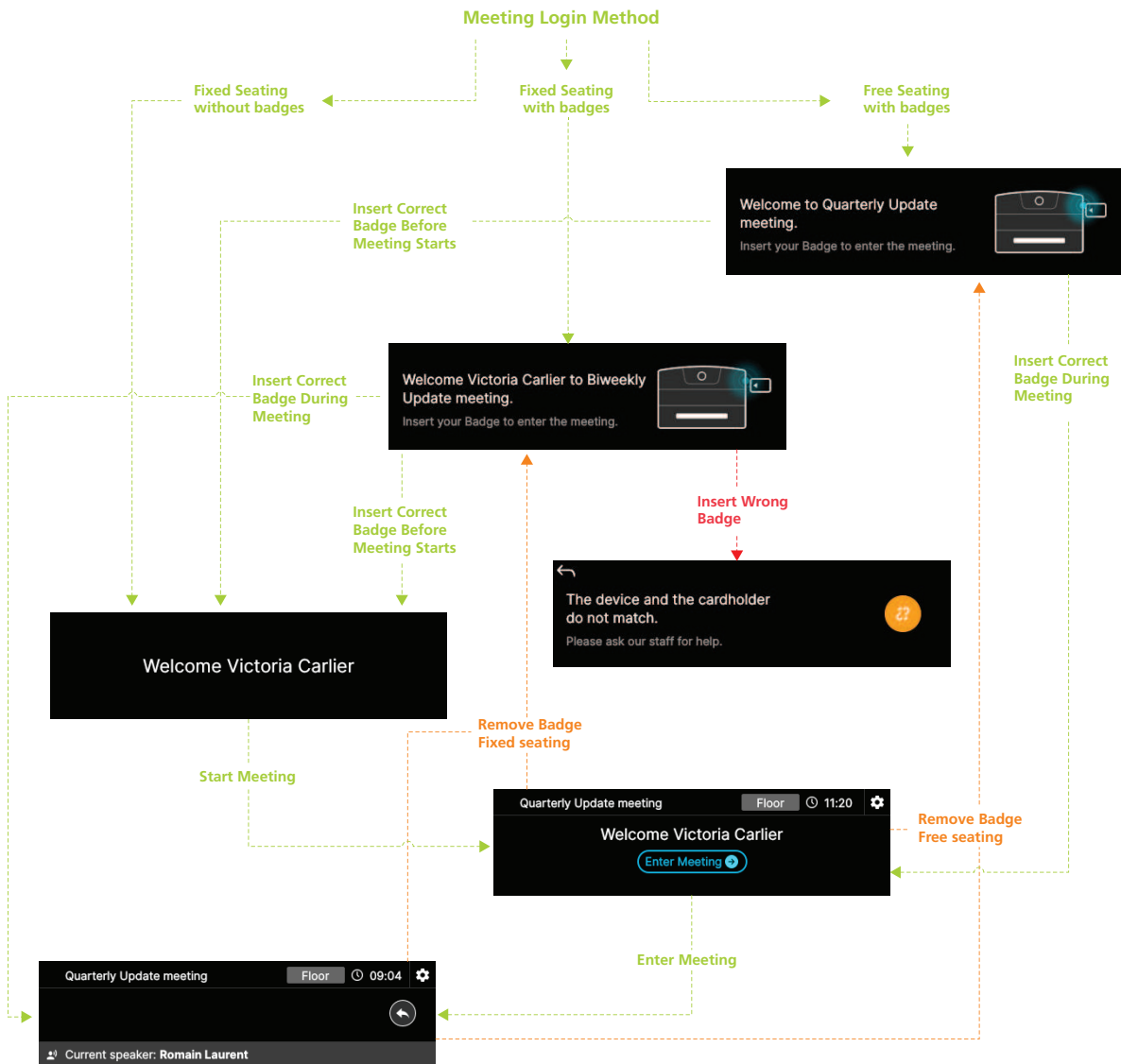
The **NEXT** button  appears in the bottom left corner of the screen. Use that button to grant the floor to the next speaker, or press the down arrow  in the bottom right corner of the screen to go back to the main screen.



Delegate Interface

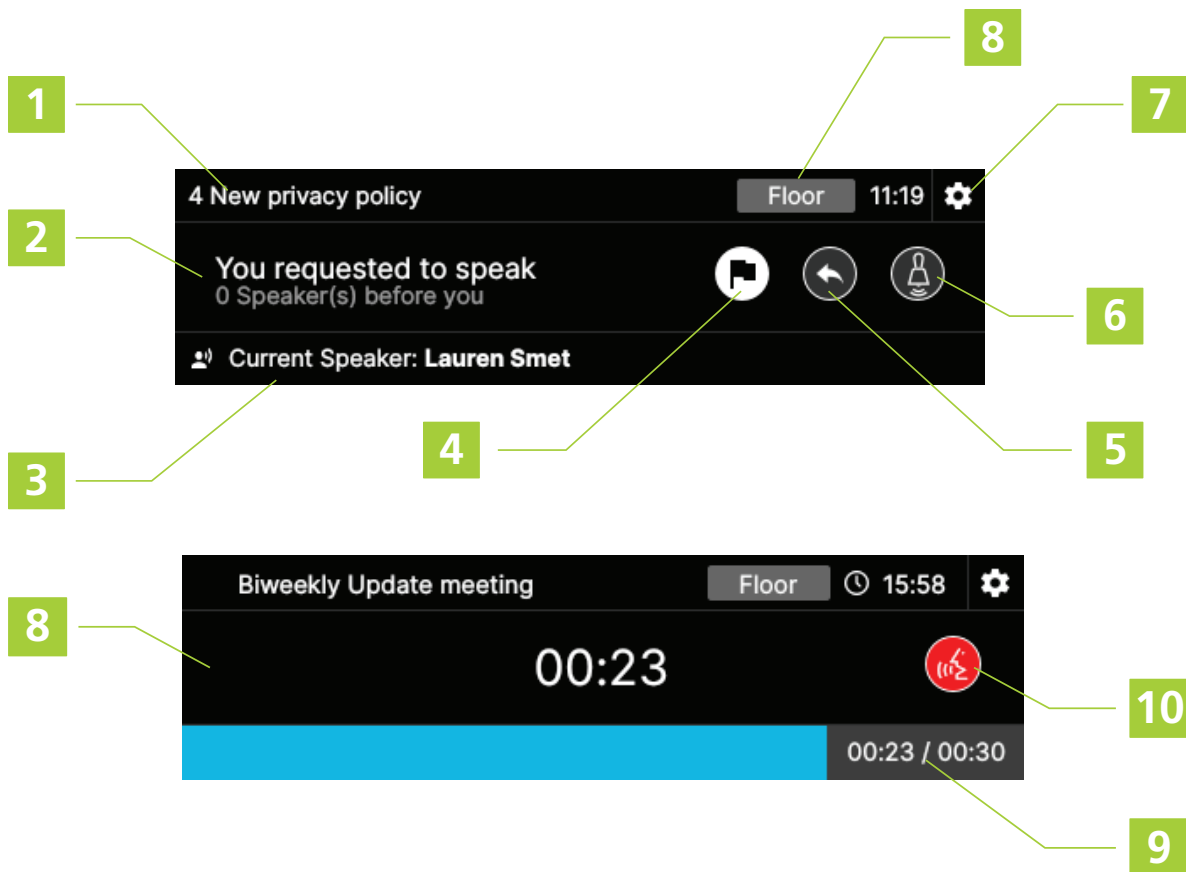
LOGIN FLOW

Depending on the login method of the meeting, the Confidea FLEX displays different screens for login and before the meeting starts. The image below shows the flow of different screens you can have as delegate on the Confidea FLEX before and during a meeting.



MAIN SCREEN

The main screen of a delegate Confidea FLEX unit contains the following information and functions:



1. **Meeting name** or the active **agenda item**
2. The main screen shows different information related to the delegate for example if you requested to speak or reply and how many speakers are before you.
3. **Current speaker list**: when there are multiple speakers the display shows each speaker one by one and repeats this when finished
4. **Cancel request**
5. **Reply button**: press button to reply to the speaker, this puts the delegate in the reply list which has priority over the request list
6. **Service button**: press the button to request a service. When the service was requested, the button becomes white. When the service is accepted in CoCon, the button turns green.
7. **Settings**: press to access the settings menu, here you can change different general settings such as the display settings and interface language, and retrieve device information. For more information see "Settings Screen" on page 17

8. **Channel selection:** press the channel name to change it, see "Channel Selection Interface" on page 16

9. **Numerical Speech timer:** when the speech time is running out the color of the timer changes to orange and then red

10. **Speech timer as progress bar:** when the speech time is running out the color of the bar changes to orange and then red

11. **Deactivate microphone:** has the same functionality as the physical microphone button on the unit:

Dual Delegate Interface

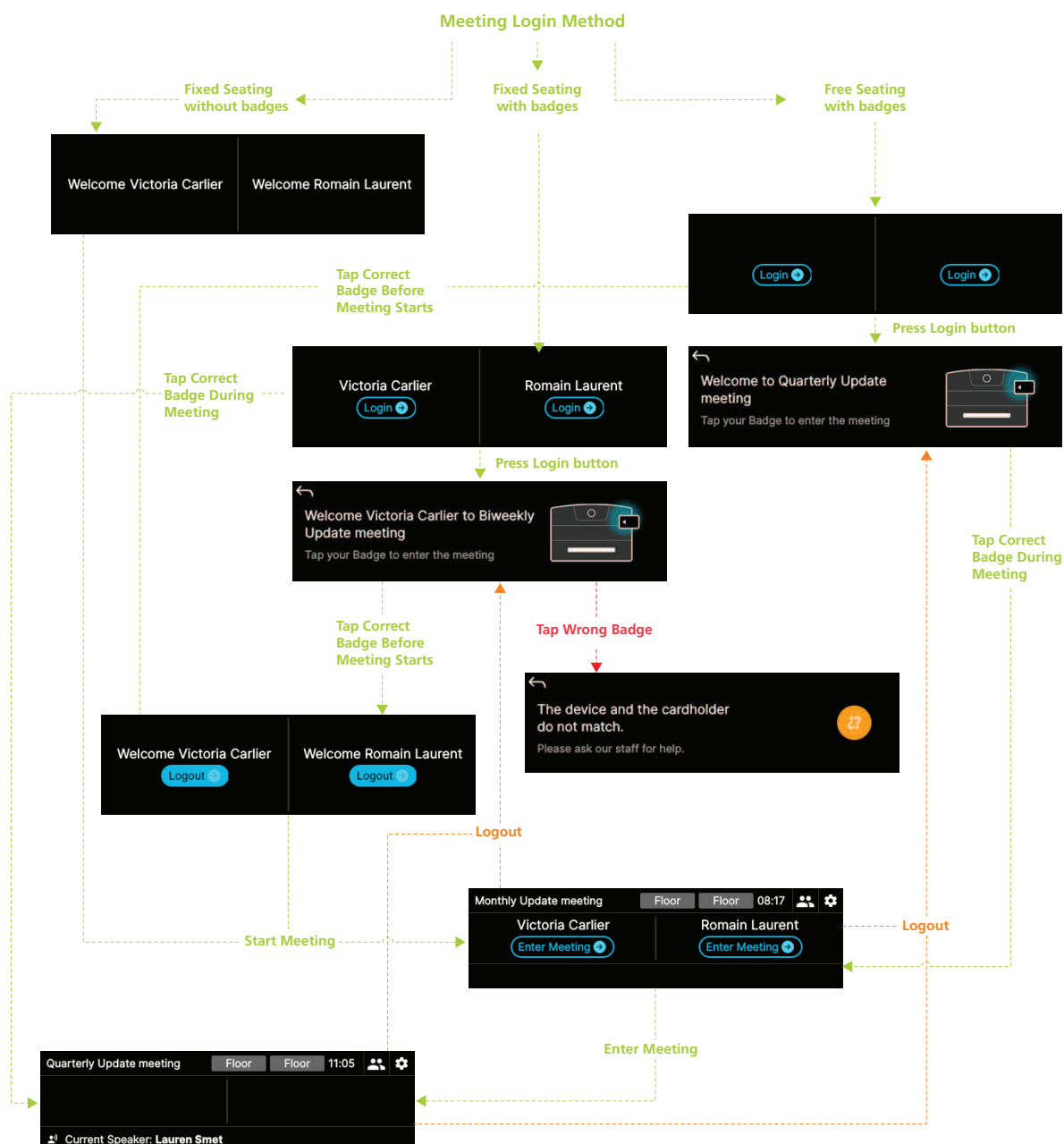
When you activate the **Dual Delegate license** on the FLEX unit, the unit acts as two separate units. This means that two delegates can use the same unit for discussion and voting (if active and configured).

LOGIN FLOW

The login flow for a unit in Dual Delegate mode is the same as for a single delegate unit. Depending on the login method of the meeting, the Confidea FLEX displays different screens for login and before the meeting starts. The image below shows the flow of different screens you can have as delegate on the Confidea FLEX before and during a meeting.

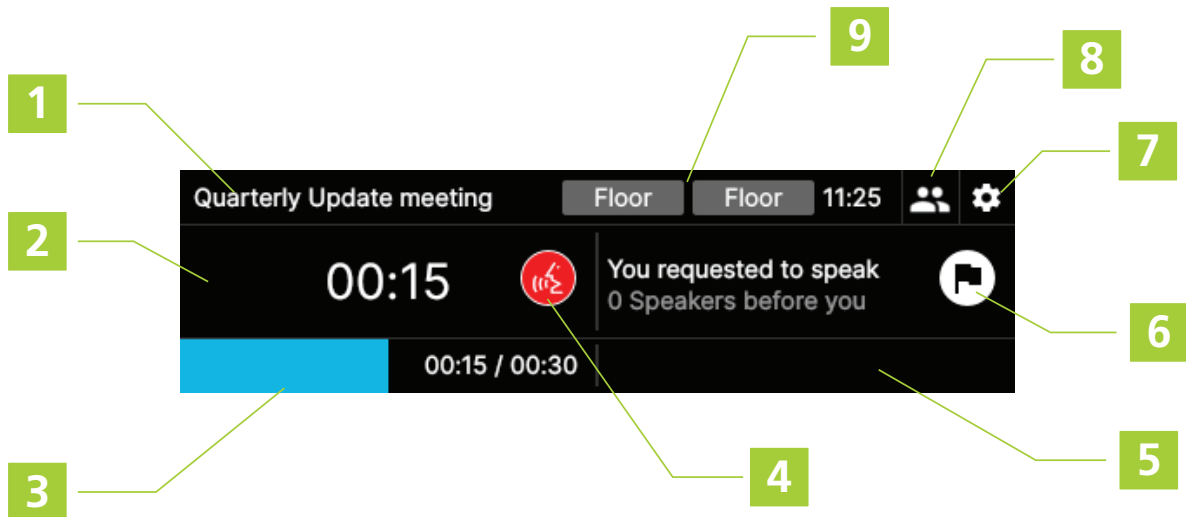


When a delegate is in Dual Delegate mode, you need to **tap the badge** to identify yourself instead of inserting the badge. The animated GIF on the unit shows you how to do this.



MAIN SCREEN

The main screen of a Confidea FLEX unit configured as **Dual Delegate** contains the following information and functions:



1. **Meeting name** or the active **agenda item**

2. The main screen shows different information related to the delegate, in this case it shows the remaining time of the speech timer.

3. **Speech timer as progress bar**: when the speech time is running out the color of the bar changes to orange and then red. Shown separately for each delegate.

4. **Deactivate microphone**: has the same functionality as the physical microphone button on the unit.

5. Bottom bar shows **current speaker list** for both delegates: when there are multiple speakers the display shows each speaker one by one and repeats this when finished.

6. **Cancel request**: click this button to cancel the request to speak. The main screen shows how many speakers are before you.

7. **Settings**: press to access the settings menu, here you can change different general settings such as the display settings and interface language, and retrieve device information. For more information see "Settings Screen" on page 17

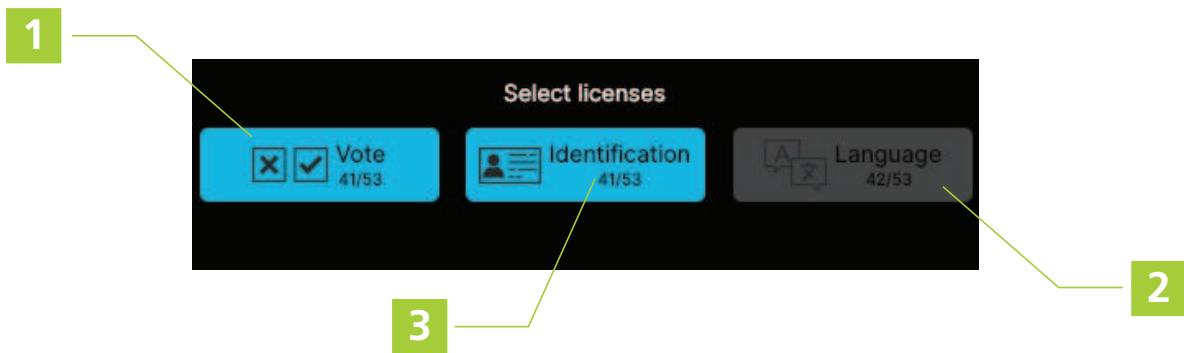
8. **Login/Logout button**: press this button login or logout on the unit. This function only works for meetings with badge identification.

9. **Channel selection** for left and right user: press the channel name to change it, see "Channel Selection Interface" on the next page

Licensing Interface

When setting up a Confidea FLEX unit, you need to select which licenses are active in the unit (for a detailed description of this process, see the [Pixius installation guide](#)). The license screen shows the

following information:

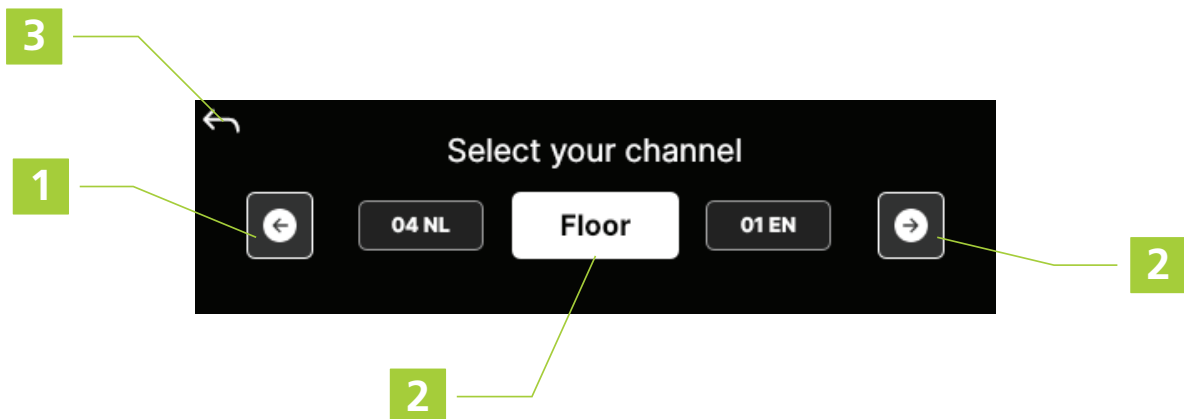


1. **Active** license
2. **Inactive** license
3. **Remaining** licenses

Channel Selection Interface

To select the channel you want to listen to, press the **Floor** button in the "Main interface" on page 8

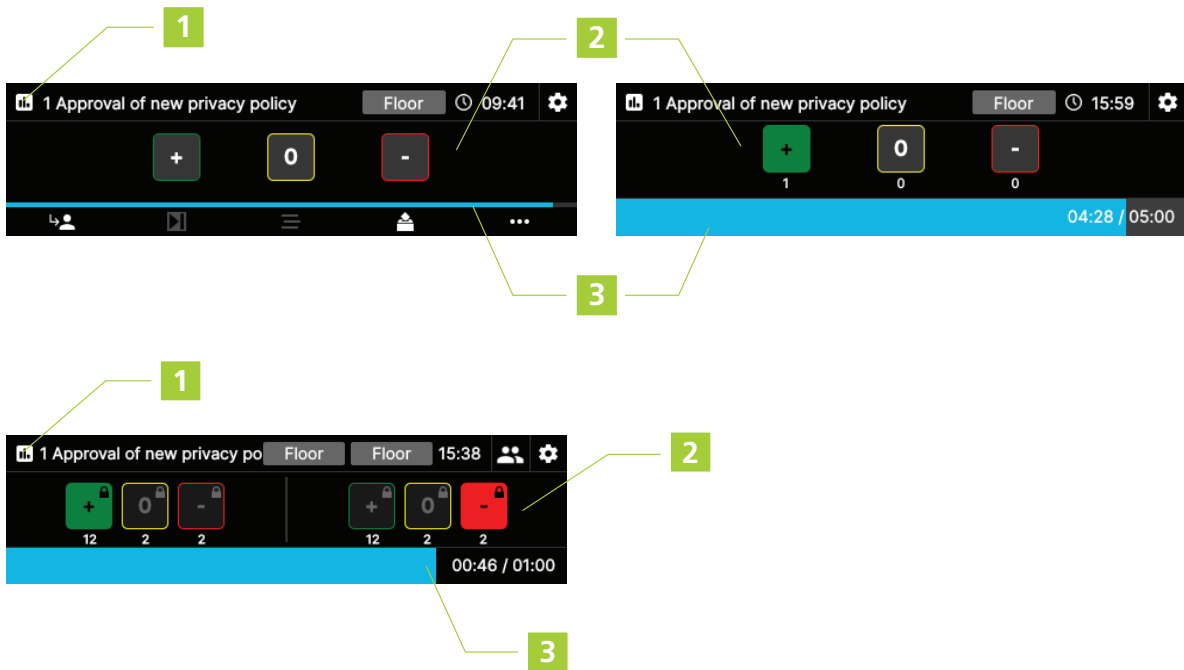
The Channel selection screen below shows up:



1. **Navigate** through the available languages using the buttons or **swipe** through the list. You can feel that you pressed the arrow buttons by the haptic feedback of the unit.
2. Press the language channel of your choice. The **selected channel** is highlighted in white.
3. Press the return arrow to **leave** the channel selection screen.

Voting Interface

When the actual agenda item is a voting item, you can recognize it by the voting icon  next to the agenda item name. The chairperson can activate the voting session from its unit, or the operator can start it from CoCon. When the voting is active, you can see the screen shown below:

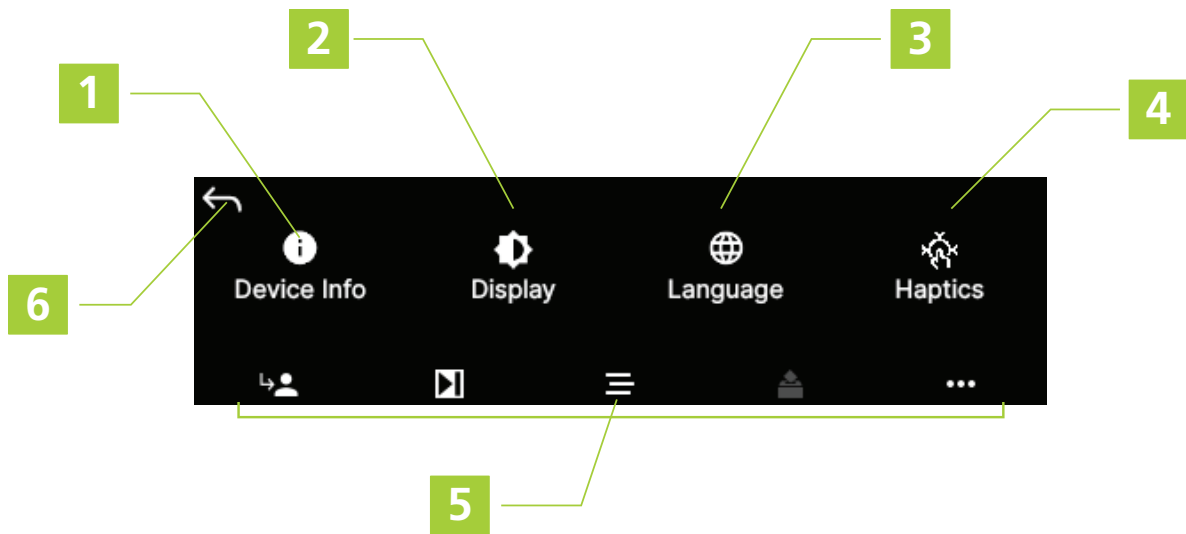


1. **Icon** indicating that the actual agenda item is a voting item
2. **Voting options:** press the option of your choice to vote. The button becomes **highlighted** once you passed your vote. When voting correction is active, you can still change your vote by pressing another button. When **voting correction is inactive** or the chairperson stops the voting, a **lock icon** appears on the voting buttons to indicate that you it is not possible to make changes.
Below each button, you can see the voting results, if this option is active in CoCon.
3. **Voting timer:** shows the time left to vote, if this option is active in CoCon.

Settings Screen

To access the settings, press the Settings icon  on the screen of the unit.

CHAIRPERSON SETTINGS

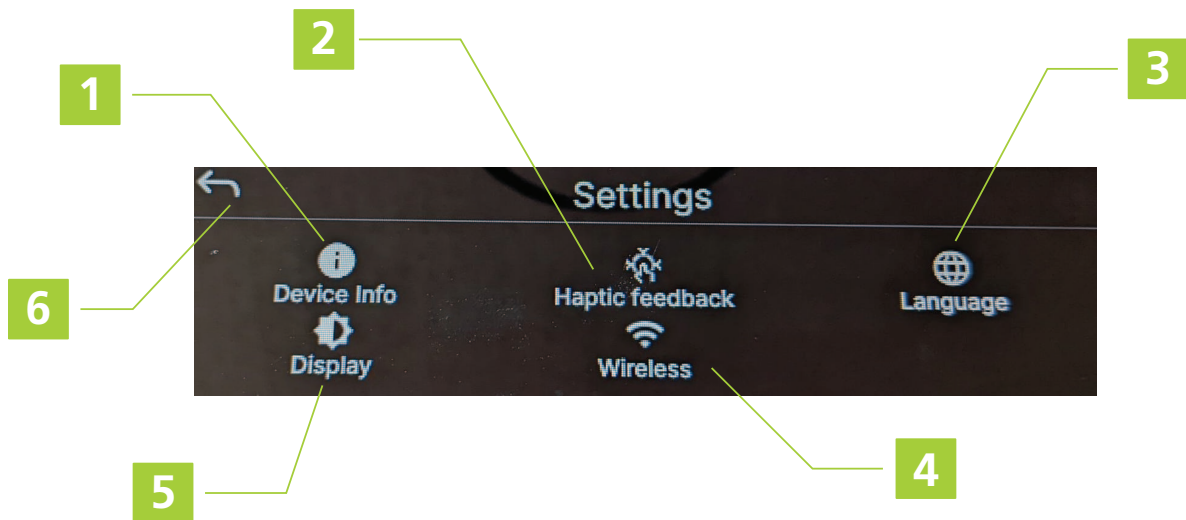


1. **Device info:** press to see detailed device information such as product version, serial number, application version, software and hardware version.
2. **Display:** press the icon to change the brightness of the display.
3. **Language:** press the icon to change the language of the interface.
4. **Haptics:** press the icon to activate or deactivate the haptic feedback on the unit.
5. **Chairperson controls** remain available when accessing the settings menu
6. Press to **return** to the main screen



When the Bluetooth license has been activated, the Bluetooth logo also appears in the Settings. See **Bluetooth** section below.

DELEGATE SETTINGS



1. **Device info:** press to see detailed device information such as product version, serial number, application version, software and hardware version.
2. **Haptic feedback:** press the icon to activate or deactivate the haptic feedback on the unit.
3. **Language:** press the icon to change the language of the interface.
4. **Wireless** (Confidea FLEX G4 only): press the icon to get information about the signal quality and strength:
 - > Signal quality:  (excellent),  (good),  (bad)
 - > Signal strength:  (excellent),  (good),  (bad)
5. **Display:** press the icon to change the brightness of the display.
6. Press to **return** to the main screen

BLUETOOTH CONNECTIVITY (WITH CONFERO ONLY)



The **Bluetooth** and **Dual Use** licenses **cannot be used simultaneously** on the Confidea FLEX units. If the Bluetooth license is enabled on a unit, it won't be possible to enable the Dual Use license on the same unit, and vice versa.

The L-BT license allows Bluetooth connectivity between Confidea FLEX units (wired and wireless) and supported Bluetooth audio devices (see list of supported devices below). It is useful for users to

connect hearing aids, wireless headphones or earbuds to the unit they've been assigned to, and easily listen to the Floor or translation channel when available.

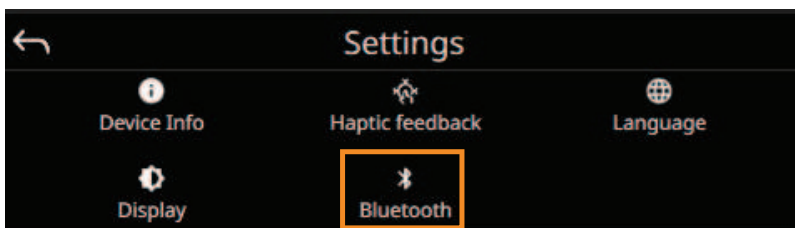
Once the Bluetooth license has been installed in Confero (see [Confero manual](#) for more information on installing licenses), the users will need to activate the Bluetooth on the unit, and pair their audio device.

Pairing a Bluetooth Device to a Confidea FLEX unit

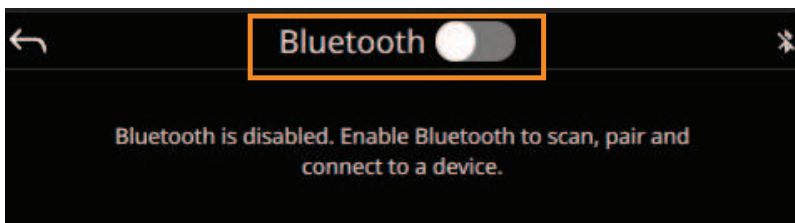
1. Tap the Settings icon  on the screen of the unit:



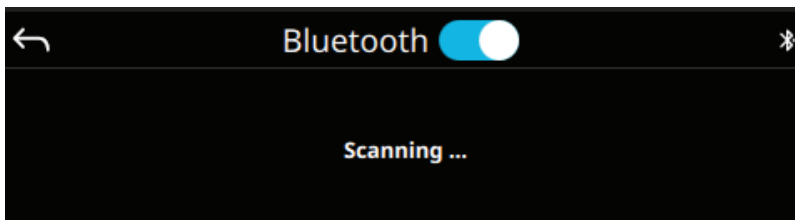
2. In the Settings menu, select Bluetooth:



3. Slide the cursor to enable Bluetooth connectivity:

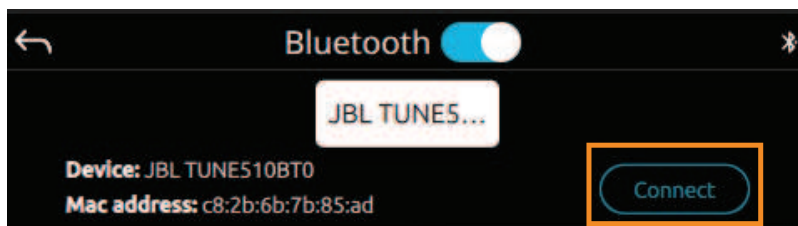


4. The unit will immediately start scanning for Bluetooth devices:



5. Turn on the Bluetooth on your audio device, and put it on pairing mode. Within a few seconds, your device will appear in the list of scanned devices.

6. Select your device and press the "Connect" button on the screen of the unit:



7. Your device is paired with the Confidea FLEX unit and the audio will be streamed almost instantly.

8. If you press the "Disconnect" button, your audio device will be temporarily disconnected from the Confidea FLEX unit but will remain paired. It can be easily connected again when pressing the "Connect" button on the screen of the unit.

9. If you press the "Forget" button, the connection and the pairing of your device will be removed, and the Confidea FLEX unit will be in scanning mode again.



Not all audio devices will automatically confirm that they have been "forgotten". In some cases, the audio devices will need to be set manually into pairing mode to reconnect to the Confidea FLEX unit.



By default, the FLOOR channel will be streamed to the audio device. If interpretation

channels are available on the unit, they can also be selected in the Settings  of the unit as Bluetooth outputs.

Volume Control

The volume can only be adjusted on the audio device itself.



Some audio devices do not offer the possibility to adjust the volume. We highly recommend to use an audio device with volume control as it is not possible to adjust the volume on the Confidea FLEX unit.

List of Supported and Unsupported Devices

Supported:

The list below is not exhaustive. This is a selection of devices that have been tested by Televic and support the Bluetooth connectivity with Confidea FLEX devices.

Brand	Model	Device Type
Audiologic	AL7501118	Speaker
Denon	AHGC30	Headphones
Denon	home 350	Speaker
Imperial	bluTC active 1	Headset
JBL	TUNE 510BT	Headphones
JBL	TUNE230NC TWS	Earbuds
JBL	LIVE 650BT	Headphones
JVC	HA-Z37W-B	Headphones
Music sound deep	-	Headphones
Philips	TAH4205	Headphones
Phonak	Audéo M50-R/M55-R	Hearing aid
Sennheiser	Momentum TW3	Earbuds
Sony	WH-1000XM4	Headphones
Sony	WF-C500	Earbuds
Srythm	K1	Speaker



Note about hearing aids: although many hearing aids advertise Bluetooth connectivity, **not all devices support universal Bluetooth connectivity** and can only connect to an iOS or Android device over a proprietary Bluetooth link. To our knowledge, only Phonak and Unitron support universal Bluetooth connectivity. For other brands, a Bluetooth streamer accessory might be necessary to connect to a Confidea FLEX unit.

Unsupported:

Brand	Model	Device Type
Apple	AirPods Pro 2nd Gen.	Earbuds
Bose	QC Earbuds II	Earbuds
Samsung	Galaxy Buds2	Earbuds

Latency

Bluetooth Classic, in contrast to the new upcoming Bluetooth LE Audio standard, suffers from substantial audio latency. Depending on the audio device, it is in the range of 180 to over 350 milliseconds. Depending on the audio device and use case, the latency can have an effect on the listening experience.

For instance, the experience will be excellent when the sound you hear only comes from the audio device (light lip-sync delay might be noticed from a short distance). However, the experience will be lowered when the sound comes from the audio device (e.g. a hearing aid in one ear) and from the Confidea FLEX unit, or when you speak while hearing yourself with an audio device.

In the latter case, it is recommended to turn off the Bluetooth connection of your audio device when speaking in a meeting.

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GET IN TOUCH

