

August 23, 2011



News Release

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Securities Code: 6457
Stock Exchanges: Tokyo, Osaka (1st Sections)
Accounting Term: March

Newly-developed Speech Privacy Protection System “Voice Guard QG-11”

- Preventing conversations from being overheard by bystanders using a simple configuration -

GLORY has commercialized its speech privacy protection technology that has been under development for some time to prevent conversations from being overheard by bystanders. GLORY will release the QG-11 “Voice Guard,” a speech privacy protection system, on September 1, 2011.

GLORY has long pursued the development of a nonconventional technology to prevent private information from leaking through conversations. In 2007, for the first time in the world (*2), GLORY developed a technology that shields the contents of conversations from bystanders within a certain range by making spoken words hard to recognize. The basic principle of this technique is:

- The phonologic characteristic portion (*1) that is necessary to recognize words and the personal characteristic portion that is specific to an individual person are separated and extracted from conversational speech.
- A special sound to scramble conversations is generated by keeping the personal characteristic portion as it is and changing only the phonologic characteristic portion.
- The special sound above is output together with the conversational speech as the conversation takes place.

Since then, GLORY has been promoting commercialization of the technology in conjunction with a research of market needs, and now has completed the development of the new product for various situations where speech privacy protection is needed.

Generally speaking, to protect privacy in conversation, conventional systems require soundproof facilities, such as soundproof walls, sound masking measures and other devices. Although it is possible for soundproof walls to provide high sound insulation effect, large-scale renovations or constructions are necessary. Also, because the sound masking technique is a method to make it difficult to hear conversational speech by generating masking sound (*3) at constant volume level, a considerable amount of sound is necessary to mask the contents of conversations, and sometimes, it becomes hard to understand what the conversational partner says. Additionally, the sound masking method is not always effective because of human auditory capability of understanding distinctive voices that are familiar to or words that are related to the listener itself even when surrounded by noises.

The newly-developed “Voice Guard QG-11” generates special sounds to scramble conversations by making it difficult to recognize words themselves, thus also making it hard to pick up voices or words that are distinctive and familiar to listeners. Because a special sound is generated as the conversation takes place, the room can be kept quiet when no one talks.

The QG-11 “Voice Guard” consists of microphones to pick up conversational speech, a main unit to analyze speech sounds and generate special sounds to scramble conversations and speakers to produce such sounds. This system is installed at a counter of a pharmacy or bank, or on a partition of rooms to provide an environment where people can have conversations without worrying about leaks of information.

As a way to create new demand in various markets, GLORY will propose this system to the existing markets, such as financial, distribution and medical markets and various other customers, where personal conversations should be especially kept secret.

Note *1 “phonologic characteristic portion”: a frequency characteristic to correctly hear and recognize a sound that is pronounced by a speaker

Note *2 This technology is the world’s first (based on our survey) method to protect privacy in conversation by outputting interfering sounds simultaneously in response to the conversation.

Note *3 “masking sound”: a sound, such as noises similar to those of a ventilation system, which is output to cover up a specific sound

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About GLORY LTD.

GLORY LTD., headquartered in Himeji, Japan, is a pioneer in the development and manufacture of money handling machines and systems. GLORY provides a variety of products built on its leading-edge recognition/identification and mechatronics technology, such as money handling machines, cash management systems, vending machines and automatic service equipment. Committed to meet society’s wide-ranging needs, GLORY serves the financial, retail, vending machine, amusement and gaming industries in over 80 countries of world. GLORY employs more than 6,000 people worldwide. For more information about GLORY, please visit GLORY’s global website at

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