FAQ
Privacy-safe Facial Recognition for Safer Gaming

What is it?

Facial Recognition Technology (FRT) can be installed directly into the Electronic Game Machine. It matches the active player against a list of registered patrons. This helps enforce policies like exclusions or limits.

Xailient's FRT can be used instead of, or alongside "Player Cards" - and it works with both cash and cashless gaming.

How does it work?

Small FRT cameras are added to Game Machines as an upgrade—just like how card readers were added in the past. These work with the state monitoring system just like the electronic card readers.

As with card-readers, FRT Cameras are separate, self-contained units that fit inside the Game Machine cabinet, but do not interact directly with the Game.

What is innovative?

FRT sits inside the Game Machine and only monitors the active player. The small size was impossible until today.

When someone is in a specific position—directly in front of the machine—for about 1.5 seconds, the FRT engages. Just walking past or standing nearby won't trigger it, and it ignores people in the background.

The restricted scope of the system preserves the privacy of all venue patrons.

How accurate is it?

FRT in Game Machines operate continuously, and re-match the player multiple times per second and thousands of times per play session. In a test of 41 Billion matches Xailient FRT correctly matched over 98% of registered people in one try, and had zero false matches.

By comparison, FRT at entrances has an operating accuracy between 70% and 90% depending on conditions, and has only one opportunity.

Can this technology be tricked?

Not unless you are a Hollywood spy like Tom Cruise in “Mission Impossible”. Photos, phone screens, tablets, and print-outs won’t fool it. It meets international standards (ISO-30701) for detecting fake faces.

Unlike entry cameras, this one is built right into the gaming machine—so you can’t avoid it by wearing a hat or looking down.

If someone tries to cover or tamper with the camera, the system automatically sends an alert.

What is Privacy-safe Face Recognition?

Nobody is ever ‘identified’, only ‘matched’ using a process that does not require images to be collected.

When someone sits at a machine the camera calculates a “Face Print”, a set of numbers that cannot be turned back into an image. Images are not collected nor stored.

The Face Print is only checked against people that have been previously registered into the system. If there’s a match, that person’s registration number is returned. If not, it simply says “No Match” and ignores them.

Explain De-identified Registration?

The system never knows who you are.

If someone registers for self-exclusion, they can choose to opt-in for Face Recognition. In that process they register their Face Print (similar to how iPhone unlock works). The process cannot be reversed - no image can be created from a Face Print. It can only be used to match.

No names or other personally identifiable information is stored with the Face Print. Only a record locator number.

What does it cost?

The solution is comparable to systems that require cards.

The intelligence is inside the camera. This 'decentralized' approach reduces network and server requirements, making the system more robust and lower cost than previous generations of Face Recognition. Most venues do not need to upgrade their network.

What is the impact for Venues?

The system is comparable in cost and easier to administer than card-based systems and is both more reliable and easier to administer than human-based exclusion systems.

Installation takes about 15 minutes per Game Machine, and all brands are supported. Network requirements are on par with current requirements for Monitoring.

Program costs could be recovered through integration into daily Monitoring fees.