

# White Paper: Solving the Visitor Problem – How QR Codes and Multi-Credential Access Transform Elevator Mobility

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## Executive Summary

Visitors have always been a weak spot in elevator security. Traditional card readers were designed for tenants and staff, not for temporary guests. The result? Escort requirements, unsecured floors, long lobby waits, and poor tenant experiences. These inefficiencies cost property owners money, frustrate tenants, and expose buildings to unnecessary risk.

The **BluBOX In-Car Person Reader** solves the visitor problem with **multi-credential support** and secure **QR code workflows**. This white paper explores why traditional systems fail, how Person Readers transform visitor management, and what benefits owners, tenants, and guests gain when elevators become intelligent, visitor-ready mobility hubs.

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## 1. The Visitor Problem in Traditional Elevator Security

Card readers were never designed for guests. Their limitations include: - **No Visitor Credentialing** – Card readers can't natively process QR codes or temporary credentials. - **Operational Burden** – Visitors must be escorted or issued temporary cards. - **Security Gaps** – Workarounds often leave elevators vulnerable (e.g., unrestricted floor access). - **Poor Experience** – Long waits, confusion, and inefficiency hurt tenant satisfaction.

This creates a recurring tension: tenants want secure yet seamless visitor access, but traditional hardware forces trade-offs.

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## 2. Multi-Credential Access for Visitors

The **BluBOX Person Reader** accepts all major credential types — including visitor-friendly QR codes. Guests no longer need escorts or temporary badges. Instead: 1. A QR code is issued during pre-registration or at check-in. 2. The visitor scans their QR at turnstiles and again inside the elevator. 3. The Person Reader validates their identity and restricts them to **only authorized floors**.

Other supported credentials include: - NFC mobile passes (Apple Wallet, Google Wallet) - BLE mobile credentials - Traditional cards (high/low frequency, HID) - PINs for fallback - Opt-in facial recognition or voice commands

This flexibility ensures **every user type is covered**, from long-term tenants to one-time visitors.

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### 3. Seamless Visitor Journeys

Person Readers transform the guest experience: - **Pre-Visit**: Guests receive QR credentials via email or app. - **Arrival**: QR grants turnstile entry. - **In-Car**: Visitor scans QR, system authorizes floor, and elevator takes them directly. - **Audit Trail**: All activity is logged, with optional video and intercom context.

Visitors enjoy faster access, tenants enjoy peace of mind, and owners reduce operational strain.

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### 4. Benefits by Stakeholder

#### For Property Owners & Managers

- Reduce costs by eliminating escort labor and temporary badge management.
- Improve security by restricting visitors to approved floors.
- Enhance building reputation with modern, visitor-friendly amenities.

#### For Tenants

- Eliminate friction for clients, partners, and guests.
- Impress visitors with seamless, touchless access.
- Gain confidence that unauthorized floor access is impossible.

#### For Visitors

- Simple, secure access without needing a permanent badge.
- Clear, guided experience from lobby to destination.
- Confidence in the professionalism and modernity of the property.

#### For Security & Operations Teams

- Automated workflows reduce manual oversight.
  - Logs, video, and intercom provide audit trails.
  - Faster incident resolution with complete context.
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### 5. ROI & Efficiency Gains

**Traditional visitor handling costs:** - Escort labor = recurring Opex. - Temporary card issuance = administrative overhead. - Security incidents from unauthorized floor access = liability risk.

**With Person Readers:** - QR credentialing is digital, automated, and scalable. - One device replaces card reader, QR scanner, intercom, and video. - Tenants and visitors self-serve, reducing security desk workload.

**Result:** Higher tenant satisfaction, stronger building reputation, and measurable Opex reduction.

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## 6. Case Example

A Class A office building in New York struggled with visitor traffic during peak hours. Guests waited in long lobby lines to be badged and escorted. After deploying Person Readers with QR workflows: - Check-in times dropped by 70%. - Security desk workload decreased by 50%. - Tenant satisfaction scores rose significantly. - Unauthorized floor access dropped to near zero.

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## 7. Why Person Readers Future-Proof Visitor Access

Unlike card readers, Person Readers evolve: - **OTA Updates** add new visitor workflows and credential types. - **Multi-modal identity** ensures compatibility with tomorrow's access standards. - **Unified data** ties visitor events to access, video, and intercom for full visibility.

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## Conclusion

The visitor problem is one of the biggest gaps in elevator security — and one of the biggest frustrations for tenants. Traditional card readers were never designed to solve it. The **BluBOX In-Car Person Reader**, with its multi-credential engine and QR workflows, finally closes this gap.

For owners, it reduces costs and liability. For tenants, it delivers seamless professionalism. For visitors, it creates a modern, frictionless journey. For consultants and integrators, it sets a new specification standard.

**The visitor problem is solved. The future is visitor-ready elevators.**

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*For deployment details, visit [BluINFO](#) or contact [BluCARE](#) for implementation guidance.*