

Data Sheet

Visitor Manager

Building X



Visitor Manager is a cloud-based offering within Building X that allows you to manage your visitors, print visitor passes and provides a historical visitor dashboard.

- Manage visitors
- Essential or Standard visitor preregistration
- My Visits for Hosts
- Campus selection
- Notification
- Manage visits
- Visitor dashboard
- Visitor report
- Mass check-in and mass check out
- Mass import from csv
- Visitor Self-Service App
- Visitor Photo
- Parking Pass Management
- Visitor Manager API

<https://eu.buildingx.siemens.com/visitors/>

Functions

Manage Visitors (*Essential, Standard*)

The screenshot displays the Siemens Building X Visitor Manager web application. On the left, a sidebar contains navigation links for Visitors, Visits, Monitoring, and Activities. The main area is titled 'Visitors' and features a search bar and a 'Create' button. Below this is a table with two columns: 'Name' and 'Email'. The table lists 20 visitors, each with a unique ID (GA, BA, BB, PB, DB, CC, GC, DO, RF, CH, PH, JJ, RK, UK, RK, DK, TL, TM, JM) and a corresponding email address. On the right side of the interface, there is a detailed form for a selected visitor. This form has two tabs: 'General' and 'Visits'. The 'General' tab is currently selected, showing fields for 'First name*', 'Last name*', 'Email' (with a dropdown menu), 'Phone', 'Company' (with a dropdown menu), 'Remarks', 'Purpose of visit' (with a dropdown menu), 'Host name', 'Host email' (with a dropdown menu), 'Visit start*' (with a date and time picker), and 'Visit end*' (with a date and time picker).

Register visitors, search and filter visitors. Search for and select host based on existing identity data. Print visitor passes with customer specific logo.

Essential Visitor Preregistration (*Essential*)

Visitor preregistration via web page and Outlook. An invitation email is sent to the visitor. Hosts can update or cancel visits directly from the Outlook appointment, keeping calendar and visitor data synchronized and simplifying visit management without requiring access to the web application.

Standard Visitor Preregistration (*Standard*)

Includes all functionality of Essential Visitor Preregistration, plus:

- Invitation emails can include a link for visitors to provide additional personal information, such as company name or phone number.
- Visitors can review and acknowledge uploaded documents, such as safety regulations, before their visit.

Outlook Add-In Compatibility (*Essential, Standard*)

The Visitor Manager Outlook Add-In supports Outlook for Windows, Outlook for Mac, Outlook on the Web, and Microsoft 365 versions of Outlook. Supported versions include Outlook 2013 or later for Windows, Outlook 2016 or later for Windows and Mac, and Outlook 2019 or later for Windows and Mac.

My Visits for Hosts (*Essential, Standard*)

Hosts can view and manage all visits they are hosting in a dedicated My Visits area. Access controls ensure that users can only see and manage visits for which they are the designated host.

Campus Selection (*Essential, Standard*)

Select the relevant location to only see the relevant data. Register the visitors for a dedicated location. Select and filter for campuses based on city and address. Notification (*Essential, Standard*) The host gets an email when the visitor arrives on site. The visitor gets an email after being registered for a visit.

Notification (Essential, Standard)

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Visitor Dashboard (Essential, Standard)

Provides a historical visitor dashboard.

Visitor Report (Essential, Standard)

Report about on-site visitors. Audit trail report for visitor check-ins and check-outs.

Mass Import from CSV (Essential, Standard)

The mass import feature streamlines onboarding for large groups of visitors. Visitor Manager Operators can download a CSV template, enter all necessary information, and upload it to import multiple visitors at once.

Visit Management (Standard)

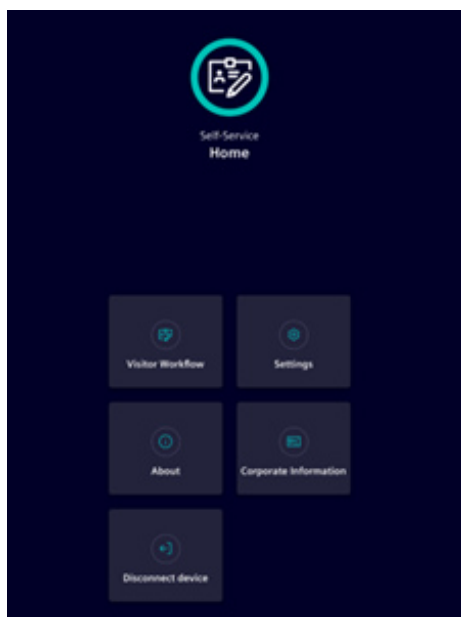
See all related visitors that belong to a visit. Manage visitors for a visit. Group visitors in a visit according to their check-in status.

Mass check-in and mass check out (Standard)

Enable fast, efficient group processing at entry points by allowing operators to select and mass check-in/check-out multiple visitors simultaneously.

Visitor Self-Service App (Standard)

Location managers can setup the iPad app for their location. Pre-registered and non-registered visitors can self-check in and check out with a QR code provided within their invitation email. When a visitor checks in at the iPad self-service kiosk, a visitor pass is automatically printed using a nearby label printer like the Brother QL820NWBc.

**Parking Pass Management (Standard)**

Generate and print parking passes for visitor vehicles during registration or self-service check-in, enabling on-site verification of authorized visitor parking.

Visitor Photo (Standard)

Printed badges can include a picture of the visitor.

SIEMENS



Visitor

John Doe

Nov 11, 2025

Host:



Visitor Manager API (Add-on)

The Visitor Manager API provides access to:

- Manage visitors, visits, legal documents, and settings

Building X Platform (Essential, Standard)

Accounts Application

Ability to manage users with a role-based access control. New users can be invited to access the Cloud Service and given appropriate access rights via user groups. Users can log in with two-factor authentication and manage their user account themselves. Data can be logically grouped into partitions and given access via user groups.

Devices Application

Ability to manage Connected Devices compatible with the Cloud Service.

Data Setup Application

Ability to onboard data by adding meaning and structure to it. The data can be onboarded from multiple sources, such as Connected Devices, 3rd party cloud systems and files.

Data Hosting and Data Usage

Hosts and processes personal and non-personal data in data centers located in Europe. For information regarding processing of personal data and locations Customer may refer to the Data Privacy Terms: <https://siemens.com/dpt>

Activity Log

The Activity Log provides verifiable documentation of audit-relevant actions, capturing both user-initiated and system-driven changes.

Currently tracked activities include:

- User actions within the Point vertical (e.g., modifying point values)
- User actions within the User vertical (e.g., adding users, assigning groups)
- Full activity logs from Security Manager
- Full activity logs from Visitor Manager
- Configure how long Activity Logs are retained based on your needs (e.g., 30, 90, 180, or 365 days).
- Advanced search capabilities, including structured filters, free-text search, and conditional operators such as Equal and Not Equal, to quickly locate relevant activities within large volumes of events
- Export activity log records to PDF and XLSX formats for reporting, offline analysis, auditing, and compliance purposes, using the currently selected filters

Ask Building X

Ability to ask questions in different languages about Building X technical information, utilizing GenAI.

Developer Portal

The Developer Portal provides an overview which APIs are available for use as well as tutorials, getting started and the Security API swagger description.

API Manager Application

The API Manager app provides (i) the ability to manage machine user credentials for enabling access to the Security APIs, (ii) an overview about API usage and (iii) the ability to try out the API via swagger template.

Subscription

The subscription plan depends on the agreement between Customer and Siemens.

1) Default Subscription Plan if the customer purchases the subscription via the Siemens online store

	Visitor Management Essential	Visitor Management Standard
Functions		
Building X Platform	✓	✓
Essential visitor preregistration	✓	✗
Standard visitor preregistration	✗	✓
Outlook Add-In compatibility	✓	✓
My Visits for hosts	✓	✓
Campus selection	✓	✓
Notification	✓	✓
Visitor dashboard	✓	✓
Visitor report	✓	✓
Mass import from CSV	✓	✓
Visit management	✗	✓
Mass check-in and mass check out	✗	✓
Visitor self-service app	✗	✓
Parking pass management	✗	✓
Visitor photo	✗	✓
Terms		
Subscription metric	per site with max. 5 reception clients	per site with max. 10 reception clients
	Reception clients are devices used to run the Visitor Manager app. These can be: - Guard stations: Computers used by guards to manage visitors. - Self-check-in devices: Tablets (e.g., iPads) used by visitors to check in themselves. Example: If you have 5 guard computers and 5 iPads for check-in, that counts as 10 reception clients. Note: Even if more than 5 guards use the computers in different shifts, it still counts as 5 reception clients — as long as only 5 are used at the same time.	
Subscription term	Annually, auto-renewal	
Billing term	Annually, payment in advance	
Upscale	Effective immediately, pro-rated billing	
Downscale/Cancellation	Effective with end of subscription term	
Connected Devices	To be purchased separately	

	Visitor Manager API - Add-on
Functions	
Visitor Manager API	✓
Terms	
Subscription metric	per 6 Mill. API calls per year
Subscription term	Annually, auto-renewal
Billing term	Annually, payment in advance
Upscale	Effective immediately, pro-rated billing
Downscale / Cancellation	Effective with end of subscription term
Connected Devices	To be purchased separately
Permitted Users	Up to 10,000; Extended Use

The Visitor Manager subscription plan is the regular, scalable Offering for this Cloud Service. The subscription term is twelve (12) months with automatic renewal; the Cloud Service fee is paid in advance. The subscription plan can be upscaled at any time and Cloud Service fees for upscales are calculated on a pro-rated basis. The Customer can also scale down the Cloud Service effective with the end of the current subscription term. The subscription fee will be adjusted for the upcoming billing term. The Cloud Service can be cancelled any time, effective with the end of the current subscription term.

Customer may purchase required Connected Devices separately.

2) Custom Subscription Plan

Any subscriptions that are not purchased via a Siemens online store are Custom Subscription Plans. Under a Custom Subscription Plan the details regarding functions, subscription metric, term, billing, up- and downscaling, Connected Devices as well as Permitted Users are set out in the agreement between the Customer and Siemens.

Prerequisites

Supported Connected Devices

The Cloud Service is currently compatible with commercially available Connected Devices. Connected Devices enable the Cloud Service to exchange data with the technical building infrastructure. A description of the available Connected Devices is provided below.

	List of Supported Connected Devices
Reception Desk Printer (Brother QL-700)	The visitor badge is printed using a Brother QL-700 label printer. The printout is optimized for the following settings: Paper Size: 54mm, Length: 86.0mm, Orientation: Portrait. The badge layout is fixed and designed to fit these dimensions precisely.
Visitor Self-Check-in / Check-out Kiosk (iPad + Brother QL-800NWBc)	The visitor badge is printed via an iPad-based self-check-in kiosk using a Brother QL-800NWBc label printer. The badge format is identical to the reception desk setup: Paper Size: 54mm, Length: 86.0mm, Orientation: Portrait. The layout is fixed and optimized for these dimensions.

To use the Cloud Service, a Connected Device must be installed on site, fully operational and connected to the Internet. The Customer is responsible for the provision of the Connected Device on site and all associated costs for the provision of the Cloud Service in accordance with the associated documentation for the Connected Device.

Web browser and Viewing Devices

Chrome is recommended to use the Cloud Service, but other standard browsers might also serve this function. Screen resolution of 1920x1080 pixels or higher is recommended for best user experience.

Internet Connection

The bandwidth of Customer's internet connection determines the performance of the Cloud Service.

Ordering

To order a subscription plan and connected devices, Customer must request a quote from its Siemens sales representative.

Product Documentation

1) Product Documentation under a Standard Subscription Plan

General Contractual Documents	Links
Building X - Visitor Manager Data Sheet	www.siemens.com/buildingx/data-sheet/visitor-manager
Supplemental Terms for Buildings	www.siemens.com/buildingx/data-sheet/supplemental-terms
General Software Terms and Cloud Supplemental Terms	https://www.siemens.com/si/cloud/terms
Base Terms International	https://www.siemens.com/si/cloud/terms
Siemens Acceptable Use Policy	https://www.siemens.com/si/cloud/terms
Minimum Terms	www.siemens.com/buildingx/data-sheet/minimum-terms
Data Privacy Terms	https://www.siemens.com/dpt/si
Data Privacy Terms Annexes Building X	https://www.siemens.com/dpt/si
EU Data Act	https://www.siemens.com/buildingx/terms

2) Product Documentation under a Custom Subscription Plan

The contractual documents and the Product Documentation are set out in Siemens' offer to the Customer.

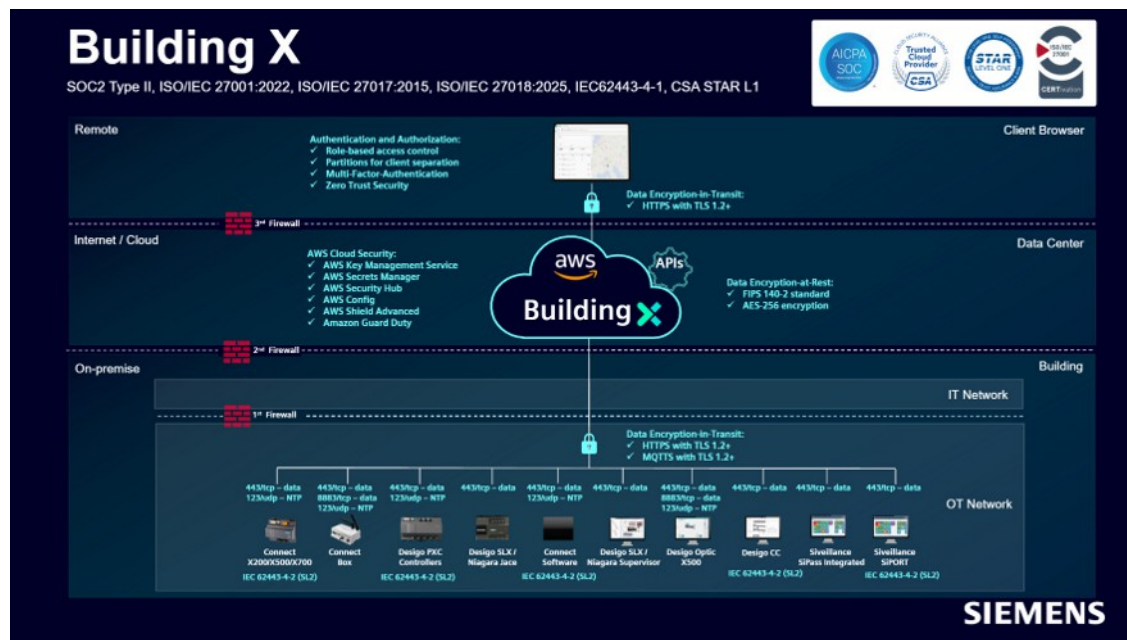
3) Technical Documents

Technical Documentation	Link
Building X - Online help	www.siemens.com/buildingx/sid

4) Compliance

Cybersecurity	Link
Cyber Security Alliance - STAR Level 1	https://cloudsecurityalliance.org/star/registry/siemens-ag/services/building-x
IEC 62443-4-1	https://www.siemens.com/en-us/system-certificates/si-b/
ISO/IEC 27001:2022	https://www.siemens.com/en-us/system-certificates/si-b/
ISO/IEC 27017:2015	https://www.siemens.com/en-us/system-certificates/si-b/
ISO/IEC 27018:2025	https://www.siemens.com/en-us/system-certificates/si-b/
SOC 2 Type II Report	Report available on request
SOC 3 Report	https://www.siemens.com/en-us/system-certificates/si-b/

Topology



The topology shows the superset of possibilities for connecting data to Building X. The options available for this Digital Service can be found in the list of supported connected devices and third-party software connectivity.

Data communication between the Connected Devices on-premises and the Cloud Service requires internet connectivity (to be provided by the Customer).

Specific Terms

High-Risk Use

Customer acknowledges and agrees that:

- the Offerings are not designed to be used for the operation of or within a High-Risk System if the functioning of the High-Risk System is dependent on the proper functioning of the Offerings; and
- the outcome from any processing of data through the use of the Offerings is beyond Siemens' control.

Service Level Agreement

Siemens shall use commercially reasonable efforts to make the Cloud Services available for a yearly uptime percentage of ninety-eight percent (98%).

Except for:

- Planned downtime, agreed downtime, routine and emergency maintenance,
- Cyberattacks,
- the public, third party and/or customer's internet and communications networks,
- data, software, hardware, telecommunications, infrastructure, power, build-packs or networking equipment not provided by Siemens,
- Customers and Users negligence or failure in using the Cloud Service and/or in not following the instructions of published documentation,
- system configurations and platforms not supported by Siemens,
- system administrations, action, commands and file transfers of Customer or User,
- modifications or alterations not made by Siemens,
- unauthorized access via Customer's credentials and/or
- any other failure outside of Siemens reasonable control.

Customer Support

Siemens offers helpdesk support. Customer may contact its local Siemens representative for support requests. Customers can also submit a support request online: <https://www.siemens.com/support-request>.

Issued by
Siemens Switzerland Ltd
Smart Infrastructure
Global Headquarters
Theilerstrasse 1a
CH-6300 Zug
+41 58 724 2424
www.siemens.com/buildingtechnologies

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