## *Claims*

1. A visitor management apparatus of a property management apparatus for managing visitor access to premises managed by the apparatus; wherein the apparatus comprises a data storage, a processor and a data communication frontend;

wherein the apparatus is configured to execute stored instructions to receive visit information of a proposed visitor from a user frontend through a data communication link, to store the visit information on the data storage, and to register the proposed visitor as an authorized visitor after receipt of the visit information;

wherein the apparatus comprises a tenant frontend which is configured to data communicate and interact with the user frontend of an authorized user, the authorized user having a characteristic identity linked to an associated location which is a specific location or an associated address within the premises, a right of entry to the premises and a right to register a person as an authorized visitor;

wherein the visit information comprises location information of an accessible destination within the premises and at least a visit condition;

wherein the user frontend is pre-registered as associated with the associated location within the premises, and the apparatus is to operate to identify the associated location upon data communication connection with the user frontend;

wherein the tenant frontend is configured to execute stored instructions to data communicate and interact with the user frontend; wherein the tenant frontend is to determine the associated address which is connected with the user frontend when data communication between the user frontend and the tenant frontend is established; and wherein the tenant frontend is to operate to accept the visit information which is provided by the user frontend and to forward the visit information together with the associated address to a system backend where a database of visit information connected with the premises is stored;

wherein the apparatus is to generate a machine-readable visitor pass comprising the visit information and visitor identity; and

wherein the accessible destination includes the associated location and/or amenities within the premises.

2. The visitor management apparatus according to Claim 1, wherein the apparatus comprises a visitor frontend which is configured to communicate and interact with a visitor apparatus, and a computer-operated access controller which comprises a microcontroller, a data reader and a data communication interface; wherein the data reader is to operate to detect or read the visit information on the visitor pass and the microcontroller is to operate to transmit the visit information detected or read to the processor through operation of the data communication interface; and wherein the processor is to execute stored instructions to determine whether the visitor pass is effective and to operate the access controller to permit or deny entry to the premises according to outcome of determination.

3. The visitor management apparatus according to Claim 2, wherein outcome of determination is positive and entry is authorized by the apparatus if the visitor pass is read by the apparatus within the visit schedule and negative and entry is denied by the apparatus if read outside the visit schedule.

4. The visitor management apparatus according to any preceding Claims, wherein the visitor pass comprises an access authorization code, and wherein the apparatus is to detect or read the access authorization code, to extract the visit information using the access authorization code, and to determine whether the visitor pass is effective with reference to the access authorization code.

5. The visitor management apparatus according to Claim 4, wherein the access authorization code is a digital code which is not human perceivable.

6. The visitor management apparatus according to Claims 4 or 5, wherein the access authorization code is a unique code which is specific to the visit information and generated by the apparatus.

7. The visitor management apparatus according to any of the preceding claims, wherein the apparatus is to execute stored instructions to obtain and store personal particulars of a person holding the visitor pass on a first visit to the premises, and to register the person as an authorized visitor on a visitor database on the first visit.

8. The visitor management apparatus according to Claim 7, wherein the apparatus

is to operate to connect the personal particulars with the visit information, and to retrieve the personal particulars during subsequent visits by the authorized visitor.

9. The visitor management apparatus according to any of the preceding claims, wherein the visit information comprises a visitor category which is assigned to the visitor by the user frontend when in data communication with the apparatus.

10. The visitor management apparatus according to any preceding claims, wherein the apparatus is to operate to give the user frontend an authorization to register a person as an authorized visitor to the accessible destination, and wherein the authorization is commensurate with the associated address of the user frontend.

11. The visitor management apparatus according to any preceding claims, wherein the apparatus is to transmit visitor information specific to the associated address of the user frontend when the user frontend is in data communication with the apparatus, and wherein the visitor information includes visit information of a scheduled visit or scheduled visits, and/or status of a scheduled visit including whether an authorized visitor is on premises, has entered the premises, and/or has left the premises.

12. The visitor management apparatus according to any preceding claims, wherein the apparatus comprises a tenant frontend which is configured to interact with a user apparatus by data communication to perform various functions including property management tasks such as setting property management instructions, obtaining property management information, and/or requesting property management services, and wherein the setting of property management instructions includes setting of authorized visitors, scheduling visits of visitors, booking of facilities such as amenity facilities, scheduling of services provided by the property manager and operating a property entrance.

13. The visitor management apparatus according to Claim 1, wherein the tenant frontend is linked to the associated address as an authorizing source.

14. The visitor management apparatus according to any preceding claims, wherein the apparatus is to operate to determine whether the authorized visitor is a first-time visitor upon detection of the visitor pass and to proceed to procure first-time visitor

registration procedures if the authorized visitor is determined by the apparatus as a first-time visitor.

15. The visitor management apparatus according to any preceding claims, wherein the apparatus comprises a concierge frontend which is operable by an attendant to retrieve stored personal particulars of a visitor for verification when a visitor pass is presented to the apparatus.

16. The visitor management apparatus according to any preceding claims, wherein the apparatus is to operate to classify the visitor pass as an entry pass or as an exit pass, wherein the apparatus is to classify the visitor pass as an entry pass if the visitor pass has no entry record after a last exit or no entry record at all; and wherein the apparatus is to classify the visitor pass as an exit pass if the visitor management apparatus has no exit record after an entry.

17. The visitor management apparatus according to any preceding claims, wherein the apparatus is part of or is for cooperation with a computer-operated property management apparatus which forms part of a property management system managing the premises.

18. A property management system comprising a visitor management apparatus according to any of the preceding claims, wherein the property management system comprising a computer-operated access frontend, a computer-operated concierge frontend, and a computer-operated backend for data storage.

19. The property management system of claim 18, further comprising a user module for operating with the visitor management apparatus according to any preceding claims, wherein the user module comprises a computer-based user apparatus executing a set of stored user frontend instructions, wherein the user module comprises a user frontend of an authorized user which is to establish data communication with the visitor management apparatus using a computer-operated account which is registered for an associated location which is a specific location or an associated address within the premises, wherein the user module is operable to provide visitor authorization and to data communicate the visitor authorization to the visitor management apparatus, and

wherein the visitor authorization is connected with or in respect of the associated address.

20. The property management system of claim 18, wherein the user module is operable to assign a visitor category to a visitor and to data communicate the visitor category to the visitor management apparatus, wherein the user module is operable to search for visit information on activation of a tab on the user module by digital data communication with the visitor management apparatus, and wherein the user module is to receive the visit information data from the visitor management apparatus by means of digital data communication.