Claims

1. A method for operating a building system (1) for a building, in particular for a building in which there is an elevator system (16) and/or an access control system, wherein the building system (1) has a camera system (4), an image processing device (22), a control and processing device (8) communicatively connected to the image processing device (22), a storage device (26, 28) communicatively connected to the control and processing device (8), and a communication device (24) communicatively connected to the control and processing device (8), wherein the camera system (4) is arranged in a building zone (12) which is accessible for users (2) who carry mobile phones (6) and for users (2a) who do not carry mobile phones (6), wherein in the storage device (26, 28), a plurality of user profiles is stored, wherein each user profile is assigned to a user (2, 2a) and comprises a reference face template of the user and information about a communication channel (18) preferred by the user (2a);

the method comprising the steps of:

generating a real-time face template for facial features of a user (2, 2a) when the user (2, 2a) is in the building zone (12), the real-time face template being generated by the image processing device (22) from a camera capture of the user (2, 2a);

searching, controlled by the control and processing device (8), the storage device (26, 28) for a reference face template stored in the storage device (26, 28) which matches the real-time face template to a specified degree, wherein, if there is a match, the user (2, 2a) is recognized as a registered user (2) for whom a user profile is stored in the storage device (26, 28);

reading the user profile of the user (2, 2a) by the control and processing device (8) to determine a bidirectional communication channel (18) for private communication between the building system (1) and the user (2, 2a); and

transmitting, controlled by the control and processing device (8), a first data signal by the communication device (24) via the determined bidirectional communication channel (18) to the mobile device (6) of the user (2), to be provided there to the user (2) as a message, or to an information device (14) which is arranged in the building zone (12) if the user profile does not contain any information about a bidirectional communication channel (18), or if the user is a user (2a) without a mobile phone (6).

2. The method according to claim 1, further comprising the step of receiving a second data signal via the determined bidirectional communication channel (18) by the communication device (24), wherein the second data signal relates to a reaction of the user (2) to the first data signal.

3. The method according to claim 1 or 2, wherein the bi-directional communication channel (18) comprises a telephone service, an email service, a multimedia or text messaging service or a social media service, wherein the bi-directional communication channel (18) can be used by the user (2) by means of a mobile phone (6) they are carrying.

4. The method according to any of the preceding claims, in which the message conveyed by the first data signal comprises user-specific information and in which the second data signal comprises a confirmation, rejection or modification of the user-specific information.

5. The method according to claim 4, further comprising the step of generating, by the control and processing device (8), a control signal as a function of the second data signal, wherein the control signal relates to an execution of a building action specified by the user-specific information.

6. The method according to any of claims 4 or 5, in which the user-specific information relates to an elevator call.

~~7. The method according to any of the preceding claims, also comprising the step of transmitting the first data signal to an information device (14) which is arranged in the building zone (12) if the user profile does not contain any information about a bidirectional communication channel (18), or if the user is a user (2a) without a mobile phone (6).~~

~~8.~~7. A building system (1) for a building, comprising:

a camera system (4) arranged in a building zone (12) which is accessible to users (2) carrying mobile devices (6) and to users (2a) not carrying mobile devices (6),

an image processing device (22) which is communicatively connected to the camera system (4) and which is configured to generate a real-time face template for facial features of the user (2, 2a) from a camera capture of a user (2, 2a) when the user (2, 2a) is in the building zone (12);

a storage device (26, 28) in which a plurality of user profiles is stored, wherein each user profile is assigned to a user (2, 2a) and comprises a reference face template of the user and information about a communication channel (18) preferred by the user (2a);

a communication device (24) configured to transmit and receive data signals over a communication network (10); and

a control and processing device (8) which is communicatively connected to the image processing device (22), the storage device (26, 28), and the communication device (24), wherein the control and processing device (8) is configured to:

search the storage device (26, 28) for a reference face template that matches the real-time face template to a specified degree, wherein the user (2, 2a) is a registered user (2) if there is a match,

read the user profile of the user (2, 2a) to determine the bi-directional communication channel (18) for private communication between the building system (1) and the user (2, 2a), and

cause a first data signal to be transmitted to the user (2) by the communication device (24) via a bidirectional communication channel (18) determined for the user (2), to be provided there to the user (2) as a message, or to an information device (14) which is arranged in the building zone (12) if the user profile does not contain any information about a bidirectional communication channel (18), or if the user is a user (2a) without a mobile phone (6).

~~9.~~8. The building system (1) according to claim 7~~8~~, in which the control and processing device (8) is also configured to process a second data signal received by the communication device (24) via the determined bidirectional communication channel (18), wherein the second data signal relates to a reaction of the user (2) to the first data signal.

~~10.~~9. The building system (1) according to claim 7~~8~~ or 8~~9~~, wherein the bi-directional communication channel (18) comprises a telephone service, an email service, a multimedia or text messaging service or a social media service, wherein the bi-directional communication channel (18) can be used by the user (2) by means of a mobile phone (6) they are carrying.

~~11. The building system (1) according to any of claims 8 to 10, in which the control and processing device (8) is also configured to transmit the first data signal to an information device (14) which is arranged in the building zone (12) if the user profile does not contain any information about a bidirectional communication channel (18), or if the user is a user (2a) without a mobile phone (6).~~

~~12.~~10. The building system (1) according to any of claims 7~~8~~ to 9~~11~~, wherein the control and processing device (8) is communicatively connected to an elevator system (16), wherein the second data signal indicates an elevator call to be transmitted to the elevator system (16).