



Maestro Supported Interfaces



Revision History

| Date | Revision Notes |
|-------------------|---|
| February 2015 | Rebranded Revision. |
| June 11, 2016 | Management review and update of new interfaces. |
| June 15, 2016 | Added ID Scanners, Revenue Management Systems, and Statustracker. |
| August 15, 2019 | Added GDS, Mail System Integration, Maestro API Interfaces (GENOMI), Revenue Management System, Digital Marketing/Email, Table Reservation. |
| November 5, 2019 | Aireus POS and Maestro API Interfaces (GENOMI). |
| November 27, 2019 | Maestro API Interfaces (GENOMI). |
| November 29, 2019 | Book4Time POS and GDS/OTA/Booking Engine Reservations. |
| December 12, 2019 | Inntopia GDS and Inntopia (Ryan Solutions) Reputation Management (CRM). |
| May 12, 2020 | Navis Digital Marketing/Email. |
| August 17, 2020 | Passkey GDS. |
| November 18, 2020 | PurpleCloud Housekeeping Management. |
| November 30, 2020 | Graphical Room Layout |
| January 19, 2021 | Maestro API Interfaces (GENOMI), and Revenue Management. |

Introduction

The following is a list of interfaces to third party systems currently supported by Maestro.

Maestro supports many interfaces using a direct interface with the system vendor using the vendors proprietary interface specifications, using HTNG/OTA standards, or using our own Maestro API, named Genomi. Additional interfaces are supported using the Control Lodging Link PTS Software and should a required interface not be listed here; it may be supported using our Control interface.

If an unlisted interface is required, please contact us to discuss if the interface has been investigated previously and for available options. Maestro does regularly develop interfaces for new products and provide an API to third parties wishing to integrate with Maestro.

Interfaces are grouped by type and each interface has the current status identified. Status values are:

- Installed - installed at one or more properties in a live environment
- Ready - completed and ready for client installation/testing, but not yet installed
- Internal Test - completed and now undergoing testing at Maestro
- Development - currently being developed
- Wait - on hold due to lack of demand
- Pending - identified as a required interface but not yet submitted for development



Contents

| | |
|---|----|
| Revision History | 2 |
| Introduction | 3 |
| FRONT OFFICE INTERFACES..... | 5 |
| Telephone Systems (PBX)..... | 5 |
| Voice Mail..... | 7 |
| Call Accounting | 8 |
| Point Of Sale | 10 |
| In Room Entertainment..... | 13 |
| Keycard | 14 |
| Credit Card | 14 |
| GDS/OTA/Booking Engine Reservations | 15 |
| Internet Access Billing..... | 16 |
| Mail System Integration..... | 16 |
| G/L Export | 17 |
| Maestro API Interfaces (GENOMI) | 18 |
| Corporate Accounting | 19 |
| Revenue Management..... | 19 |
| Video Display Systems | 20 |
| Third Party Sales and Catering..... | 20 |
| Parking Control | 20 |
| Minibar..... | 20 |
| Table Reservation..... | 21 |
| Energy Management | 21 |
| Cashless Vending..... | 21 |
| Reputation Management (CRM – Customer Relations Management) | 21 |
| Digital Marketing / Email | 22 |
| Work Order/Housekeeping Management | 22 |
| Tablet Check In/Check Out..... | 22 |
| ID Scanners (Passport/Driver’s License)..... | 23 |
| SALES AND CATERING INTERFACES..... | 23 |
| Video Display Systems | 23 |
| Graphical Room Layout..... | 23 |



FRONT OFFICE INTERFACES

Telephone Systems (PBX)

| Brand | Model | Version/Protocol | Status |
|------------------------------------|--------------------|-------------------|-----------|
| Alcatel | AHL4400 | 08/99 V3.0 and Up | Installed |
| Avaya (formerly Lucent Technology) | Definity | ASCII 04/97 | Installed |
| Comdial | | HitachiHCX5000 | Installed |
| Defero3 | | Hitachi | Installed |
| Ericsson | BP250/MD110 | Lodging Link PTS | Ready |
| Fujitsu | Starlog 3 | | Ready |
| Fujitsu | F9600 | 12/97 | Installed |
| Hitachi | HCX5000 | 09/98 7.4 | Installed |
| iMagical | | Mitel | Installed |
| Iwatsu | | Lodging Link PTS | Ready |
| Mitel | SX 2000 | | Installed |
| Mitel | SX200D/L/EL/ML/ICP | 12/98 | Installed |
| Mitel | 3300 ICP | | Installed |
| NEC | NEAX2400 | 11/95 | Installed |
| NEC | SV8100 | Hitachi | Installed |
| Nevotek | | Lodging Link PTS | Installed |



Telephone Systems (PBX) Continued

| Brand | Model | Version/Protocol | Status |
|------------|-------------|------------------|-----------|
| Nitsuko | 384i | HitachiHCX5000 | Installed |
| Nortel | SL/1 | | Installed |
| PBXnsip | | Lodging Link PTS | Installed |
| Percipia | Parallax | Avaya | Installed |
| PhoneSuite | 112 | Hitachi | Installed |
| Samsung | | Mitel / Hitachi | Installed |
| Siemens | Status | | Installed |
| Siemens | CaracasLink | Lodging Link PTS | Ready |
| Status | | | Installed |
| Tadiran | | | Installed |
| TMS | | | Installed |
| Toshiba | DK424 | HitachiHCX5000 | Installed |



Voice Mail

| Brand | Model | Version/Protocol | Status |
|------------------------------------|------------------------------|----------------------------|-----------|
| ActiveVoice | Repartee/Replay Plus | Hyatt/Encore | Installed |
| Avaya (formerly Lucent Technology) | Intuity/GuestWork | | Installed |
| Baypoint | NuPoint Messenger | Hyatt/Encore | Installed |
| Centigram | VoiceMemo | 6.0A and Up (Hyatt/Encore) | Installed |
| DuVoice | | | Installed |
| Emissary | | | Installed |
| Fujitsu | F9600 | SMDI – 12/97 | Installed |
| HartfordCommunications | Criterion | Hyatt/Encore | Installed |
| Hitachi | Integrated Voice Mail | | Installed |
| InnOvation | InnLine | Hyatt/Encore | Installed |
| Mitel | Mitel Mail/Express Messenger | Hyatt/Encore | Installed |
| NEC | NEAXMail (AD8/16/40) | Hyatt/Encore | Installed |
| Nortel | Meridian Mail | | Installed |
| PhoneSuite | 112 | Hitachi | Installed |
| Siemens | | Status | Installed |

Voice Mail Continued

| Brand | Model | Version/Protocol | Status |
|-----------|-------|------------------|-----------|
| Status | | | Installed |
| TMS | | | Installed |
| VoiceGate | | Centigram | Installed |

Call Accounting

(Compatible with most record formats and protocols)

| Brand | Model | Version/Protocol | Status |
|-----------------|--------------|------------------|-----------|
| Amtel | Smarty | | Installed |
| Atlas | 500 | | Installed |
| CDS | Statcom | | Installed |
| Comdial | | Hobic/Holidex | Installed |
| EZadvantage | Call A Matic | | Installed |
| Genesis | UNIX | Onboard/Network | Installed |
| Genesis | UNIX | | Installed |
| Genesis | Windows | Onboard/Network | Installed |
| Genesis | Windows | | Installed |
| Hansen Software | CASH | | Installed |
| Hitachi | HGX5000 | Ack/Nak | Installed |



Call Accounting Continued

| Brand | Model | Version/Protocol | Status |
|---------------------------|------------------------|------------------|-----------|
| Homisco | | Hobic/Holidex | Installed |
| ICSS | | | Installed |
| InnOvation | InnCharge/InnLine 2020 | | Installed |
| InnTel | 1500 | | Installed |
| Intech | Housecall\$ | Holidex | Installed |
| ISI | Infortext | | Installed |
| Broadsoft (formerly Jazz) | | | Installed |
| MDR | MDR-5000 | Ack/Nak | Installed |
| PhoneBill | | Ack/Nak | Installed |
| PhoneSuite | 112 | Hobis A | Installed |
| ProfitWatch | | Ack/Nak | Installed |
| RSI (Telecost) | | Ack/Nak | Installed |
| Siemens | | Status | Installed |
| Status | | | Installed |
| Tality | | | Installed |
| Tel Electronics | Inn-Form Plus/XL | PMS/HX | Installed |



Call Accounting Continued

| Brand | Model | Version/Protocol | Status |
|-----------|------------|---------------------|-----------|
| TMS | | | Installed |
| Ultimate | Innservice | TCP/IP (No ACK/NAK) | Installed |
| XETA | | HMS/Holidex | Installed |
| XIOX Corp | Prophet-h | | Installed |

Point Of Sale

| Brand | Model | Version/Protocol | Status |
|----------------------|----------|------------------|-----------|
| Active Golf | GEN | Micros | Installed |
| Aireus | | Micros 4700 | Installed |
| Aloha | | Micros | Installed |
| BevoPOS | Benseron | Micros | Installed |
| Book4Time | | Micros 4700 | Installed |
| Digital Dining | | Micros | Installed |
| EasiPOS | | Micros | Installed |
| General Meters | | Maestro Generic | Ready |
| Generic (Ramesys UK) | | 2.1 | Installed |
| HARMS Millennium | | Micros | Installed |
| HSI | | Micros | Installed |



Point Of Sale Continued

| Brand | Model | Version/Protocol | Status |
|-------------------|------------------|--|-----------|
| Infogenesis | | Revelation (TCP/IP, XML) | Installed |
| IQ | | Maestro Generic | Installed |
| Jencess | ServeWay/Saleway | | Installed |
| Logivision | | Maestro Generic | Installed |
| Micros | | E7/2700/3700/4700/8700/9700 (RS232, TCP/IP) | Installed |
| MobileBytes | | Micros | Installed |
| OTF On the Floor | | Micros | Installed |
| PARS | | Micros | Installed |
| Pixel Point | | Micros | Installed |
| Posera | Maitre'D | Micros | Installed |
| POSitouch | | POSitouch/Micros | Installed |
| Prosalon | | Micros | Installed |
| QuadraNet | EPOS | Maestro Generic | Installed |
| Remanco | | Vision PMSI | Installed |
| RetailPro | | Micros | Installed |
| RTP Ski Ticketing | | Micros | Installed |
| Sable | | Micros/Squirrel | Installed |



Point Of Sale Continued

| Brand | Model | Version/Protocol | Status |
|--------------------------|---------|---------------------------|-----------|
| Sharp | 5700 | Micros | Installed |
| Silverware | Classic | Network-Standard/Enhanced | Installed |
| Silverware | Classic | Micros | Installed |
| Silverware | Avrio | TCP/IP | Installed |
| Siriusware Ski Ticketing | | Micros | Installed |
| SpaSoft | | Micros | Installed |
| Squirrel | | CHS/Lanmark3/Lanmark6 | Installed |
| System3 | | Micros | Ready |
| SzenCorp | Szen18 | Micros | Installed |
| Tee-On Golf Systems | | Micros | Installed |



In Room Entertainment

| Brand | Model | Version/Protocol | Status |
|--------------|-------|---------------------|-----------|
| Direct TV | | Lodgenet | Installed |
| Galavu | | Video Checkout | Installed |
| Guestek | | Video Checkout | Installed |
| Guest-Tek | | Maestro Genomi API | Installed |
| Intelity | | Maestro Genomi API | Installed |
| Lodgenet | | Simple Billing Only | Installed |
| Lodgenet | | Video Checkout | Installed |
| MovieLink | | 1.7 | Installed |
| NXTV | | Video Checkout | Installed |
| On-Command | | Simple Billing Only | Installed |
| On-Command | | Video Checkout | Installed |
| Quadriga | | Video Checkout | Installed |
| Sonifi | | Lodgenet | Installed |
| Time Warner | | Video Checkout | Installed |
| World Cinema | | Lodgenet | Installed |



Keycard

| Brand | Model | Version/Protocol | Status |
|-----------------------|------------------------|-----------------------|-----------|
| CISA | | Lodging Link PTS | Ready |
| Hotek | | | Installed |
| Kaba Ilco | System 700 | Gateway / Direct | Installed |
| Marlok | | | Installed |
| Onity (formerly Tesa) | HT24 | 4.x, 5.x | Installed |
| Saflok | 5000 / 6000 / Ambience | | Installed |
| Salto | Hams v1.3 | Onity (Tesa) Protocol | Installed |
| VingCard Elsafe | VC2100 | 1.3 | Installed |
| Visionline/TimeLox | | PMS 1511 | Installed |

Credit Card

| Brand | Model | Version | Status |
|-----------------|--|---------|-----------|
| Elavon | Fusebox | | Installed |
| PXP (Servebase) | | | Installed |
| Shift 4 | Lighthouse Transaction Manager (formerly Dollars On The Net) | | Installed |

GDS/OTA/Booking Engine Reservations

| Brand | Model | Version | Status |
|------------------|----------------------------------|----------------------------------|-----------|
| Allegiant | Direct | 2 way | Pending |
| Avvio | | 2 way | Installed |
| Cendyn | | 2 way | Installed |
| Expedia | | 2 way | Installed |
| Fuel Interactive | | 2 way | Installed |
| GenaRes | | 2 way | Installed |
| HBSI | | 2 way | Pending |
| Hosteeva | | 2 way | Installed |
| Innlink | | 2 way | Installed |
| Inntopia | | 2 way | Installed |
| LeisureLink | | 2 way | Installed |
| Luxury Res | | 2 way | Installed |
| Mobius | | 2 way | Installed |
| MyBookingPal | | 2 way | Installed |
| Net Affinity | | 2 way | Installed |
| Open Hospitality | | 2 way | Installed |
| Passkey | | 2 way (enhanced with res upload) | Installed |
| Pegasus | | 2 way | Installed |
| ResWave | 2 way (enhanced with res upload) | Installed | |
| Sabre | SynXis | 2 way | Installed |
| | | 2 way (enhanced with res upload) | |
| SiteMinder | | 2 way | Installed |
| Travel Tripper | | 2 way | Installed |
| Travelclick | iHotelier /PMS Connect | 2 way | Installed |
| | | 2 way (enhanced with res upload) | |
| Travelclick GMS | | 2 way (enhanced with res upload) | Installed |
| TravLynx/Innlink | | 2 way | Installed |
| Trust | | 2 way | Installed |

GDS/OTA/Booking Engine Reservations Continued

| Brand | Model | Version | Status |
|------------------|-------|---------|-------------|
| UniRez | | 1 way | Installed |
| Vertical Booking | | 2 way | Development |
| VIAD | | 2 way | Installed |
| Windsurfer | | 2 way | Installed |

Internet Access Billing

| Brand | Model | Version/Protocol | Status |
|---------------|-------|------------------|-----------|
| CAIS Internet | | | Installed |
| CISCO | BBMS | | Installed |
| Golden Tree | | | Installed |
| Guestek | | | Installed |
| Intello | | | Installed |
| Nomadix | | HOBIC/Micros | Installed |
| TravelNet | | Data Valet | Installed |
| Wayport | | | Installed |

Mail System Integration

| Brand | Model | Version/Protocol | Status |
|----------|-------|------------------|-----------|
| Experian | | QAS | Installed |



G/L Export

| Brand | Model | Version | Status |
|------------------|--|---------|-----------|
| Aptech Profitvue | User Defined | CSV/TXT | Installed |
| Dataplus | Legacy / DPHS | CSV/TXT | Installed |
| Great Plains | User Defined | CSV/TXT | Installed |
| IDSbooks | | | Installed |
| M3 | User Defined | CSV/TXT | Installed |
| MYOB | | CSV/TXT | Installed |
| Navision | | CSV/TXT | Installed |
| Quickbooks | IIF (Intuit Interchange Format) | CSV/TXT | Installed |
| Sage | 50 Canada (formerly Simply Accounting) | CSV/TXT | Installed |
| Sage | 50 US (formerly PeachTree) | CSV/TXT | Installed |
| Sage | 100 (formerly Mas 90 / Mas 200) | CSV/TXT | Installed |
| Sage | 300 (formerly AccPac) | CSV/TXT | Installed |
| Solomon | | CSV/TXT | Installed |
| Sun Financial | | CSV/TXT | Installed |
| Timberline | | CSV/TXT | Installed |



Maestro API Interfaces (GENOMI)

| Brand | Model | Version | Status |
|---|-------|---------|-----------|
| Deep Blue | | | Installed |
| Fetch | | | Installed |
| GMS (formerly ZDirect, & Digital Alchemy) | | | Installed |
| Hello Shift | | | Installed |
| HospitalityWiFi | | | Installed |
| Intelity | | | Installed |
| IVY Go Moment | | | Installed |
| KeyPR | | | Installed |
| KnowCross | | | Installed |
| Listrak | | | Installed |
| Nonius | | | Installed |
| Nuvola | | | Installed |
| OpenKey | | | Installed |
| Revinat | | | Installed |
| SnapShot | | | Installed |
| Track Plus | | | Installed |
| Trust You | | | Installed |



Maestro API Interfaces Continued

| Brand | Model | Version | Status |
|-------------------|-------|---------|-----------|
| Unifocus | | | Installed |
| Zaplox | | | Installed |
| Zingleme | | | Installed |
| PurpleCloud | | | Installed |
| Whistle Messaging | | | Installed |

Corporate Accounting

| Brand | Model | Version | Status |
|-----------------------------------|---------|---------|-----------|
| Corporate Upload G/L, A/R, T/A | Generic | | Installed |

Revenue Management

| Brand | Model | Version | Status |
|-------------------|----------|---------|-----------|
| Duetto | | 2 way | Installed |
| eRevMax/RateTiger | | | Pending |
| EZRMS | | 1 way | Installed |
| EZRMS | | 2 way | Installed |
| IDeaS | | 1 way | Installed |
| IDeaS | | 2 way | Installed |
| Rainmaker | GuestRev | 2 way | Installed |

Revenue Management Continued

| | | | |
|----------|--|-------|-----------|
| RateGain | | | Pending |
| Snapshot | | 1 way | Installed |

Video Display Systems

| Brand | Model | Version | Status |
|-----------------|-------|---------------|-----------|
| AFS MessageLink | | Guest Message | Installed |

Third Party Sales and Catering

| Brand | Model | Version | Status |
|------------------------------|--------|---------|-----------|
| Amadeus (formerly Newmarket) | Delphi | Legacy | Installed |
| Amadeus (formerly Newmarket) | Delphi | XML | Installed |
| Amadeus (formerly Newmarket) | Delphi | FDC | Installed |

Parking Control

| Brand | Model | Version | Status |
|--------|-------|---------|-----------|
| McGann | | | Installed |

Minibar

| Brand | Model | Version | Status |
|----------------------|-------------|-------------|-----------|
| AMS | AutoClassic | Full Duplex | Installed |
| Dometic | | | Installed |
| TMS-Mini Bar Posting | | | Installed |

Table Reservation

| Brand | Model | Version | Status |
|------------|-------|---------|--------|
| Silverware | | | Ready |

Energy Management

| Brand | Model | Version | Status |
|-----------------|-------|--------------------|-----------|
| Alerton | | Scientific Atlanta | Installed |
| Gentec | | | Installed |
| InnComm | | Scientific Atlanta | Installed |
| Johnson Control | | Scientific Atlanta | Installed |
| Trane | | Polarsoft | Installed |
| WiSuite | | Scientific Atlanta | Installed |

Cashless Vending

| Brand | Model | Version | Status |
|--------|-------|---------|--------|
| C-Star | | | Ready |

Reputation Management (CRM - Customer Relations Management)

| Brand | Model | Version | Status |
|------------------------------------|----------------|--------------------|-----------|
| Revinat | | Maestro API Genomi | Installed |
| Inntopia (Formerly Ryan Solutions) | Ryan Solutions | 1 way | Installed |

Digital Marketing / Email

| Brand | Model | Version | Status |
|-----------------|-------|--------------------|-----------|
| Cendyn | | | Installed |
| Digital Alchemy | | Data2gold | Installed |
| GuestFolio | | | Installed |
| Navis | | | Installed |
| Qualitlis | | | Installed |
| Revinat | | Maestro Genomi API | Installed |
| Stash Rewards | | | Installed |
| Zdirect | | Maestro Genomi API | Installed |

Work Order/Housekeeping Management

| Brand | Model | Version | Status |
|---------------|-------|--------------------|-----------|
| HotSOS/REX | | | Installed |
| PurpleCloud | | Maestro Genomi API | Installed |
| StatusTracker | | | Installed |

Tablet Check In/Check Out

| Brand | Model | Version | Status |
|------------------------|-------|---------|-----------|
| It Just Works Software | iPad | | Installed |

ID Scanners (Passport/Driver's License)

| Brand | Model | Version | Status |
|-----------|-------|---------|-----------|
| TTI | 3m | | Installed |
| Samsotech | | | Installed |

SALES AND CATERING INTERFACES

Video Display Systems

| Brand | Model | Version | Status |
|-----------------|-------|---------------|-----------|
| AFS MessageLink | | Event Message | Installed |
| Creston | | | Installed |
| Janus Displays | | Event Message | Installed |
| Scala | | Event Message | Installed |

Graphical Room Layout

| Brand | Model | Version | Status |
|-------------------|------------|-----------------|-------------------------------------|
| TimeSaverSoftware | RoomViewer | Pro Version 6.0 | Installed (Maestro Windows only) |