



Maestro
All-In-One PMS Solution

MAESTRO SUPPORTED INTERFACES

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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 Comtrol 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

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
March 25, 2021	Yardi G/L Export
September 15, 2021	Maestro API Interfaces (GENOMI)
February 4, 2022	Telephone Systems (PBX), Retail Inventory System, Graphical Room Layout
June 8, 2022	Char Systems Telephone Systems (PBX), ForeUp Point of Sale, Akia Maestro API Interfaces (GENOMI), Sage Intacct G/L Export, and ForeUp Golf Tee-Time
Aug 9, 2022	FreedomPay Credit Card, Right Signature and DocuSign Document Sign, B4Checkin Maestro API Interfaces (Genomi), Tripleseat and Ivy Third Party Sales and Catering
Nov 8, 2022	Broadsoft (PBX)
Dec 6, 2022	Telecom Eye (Call Accounting), Graymatter, Jazz, Telecom Eye (PBX) and EzSuite Golf, Milano Spa, Lightspeed F&B and Golf Pro-shop, Micros Symphony (POS)
June 12, 2023	Revenue Analytics (RMS)
Dec 20, 2023	Elavon Canada and FreedomPay (Credit Card), ForeUp and TeeOn (Golf Interface), Revenue Analytics (Revenue Management), Kalibri Labbs & Sciant (GENOMI), Spa and Activities Interfaces section with Morpheus Cloud, Gift Card section with Valutec.

Front Office Interfaces

Business Intelligence

Brand	Model	Version/Protocol	Status
Kalibri Labs	--	--	INSTALLED
Sciant	--	--	INSTALLED
SnapShot	--	--	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	HCX5000	Ack/Nak	INSTALLED
Homisco	--	Hobic/Holidex	INSTALLED
ICSS	--	--	INSTALLED

Brand	Model	Version/Protocol	Status
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
Telecom Eye		--	INSTALLED
Tel Electronics	Inn-Form Plus/XL	PMS/HX	INSTALLED
TMS	--	--	INSTALLED
Ultimate	Innservice	TCP/IP (No ACK/NAK)	INSTALLED
XETA	--	HMS/Holidex	INSTALLED
XIOX Corp	Prophet-h	--	INSTALLED

Cashless Vending

Brand	Model	Version/Protocol	Status
C-Star	--	--	READY

Corporate Accounting

Brand	Model	Version/Protocol	Status
Corporate Upload (G/L, A/R, T/A)	Generic	--	INSTALLED

Credit Card

Brand	Model	Version/Protocol	Status
Elavon	Fusebox	United States	INSTALLED
Elavon	Fusebox	Canada	INSTALLED
FreedomPay	--	United States	INSTALLED
FreedomPay	--	Canada	DEVELOPMENT
Fullsteam	--	--	DEVELOPMENT
PXP (Servebase)	Anypay	--	INSTALLED
Shift 4	Lighthouse Transaction Manager (formerly Dollars On The Net)	--	INSTALLED

Customer Relationship Management

Brand	Model	Version/Protocol	Status
AKIA	--	--	INSTALLED
GMS (formerly ZDirect, & Digital Alchemy)	--	--	INSTALLED
HMA Intelligent Marketing	--	--	INSTALLED
KnowCross	--	--	INSTALLED
Listrak	--	--	INSTALLED
Navis	--	--	INSTALLED
Nonius	--	--	INSTALLED
Revinat	--	--	INSTALLED
Track Plus	--	--	INSTALLED
Trust You	--	--	INSTALLED
Unifocus	--	--	INSTALLED

Digital Marketing / Email

Brand	Model	Version/Protocol	Status
Revinat	--	Maestro Genomi API	INSTALLED
Stash Rewards	--	--	INSTALLED
Zdirect	--	Maestro Genomi API	INSTALLED

Document Sign

Brand	Model	Version/Protocol	Status
Right Signature	--	--	INSTALLED
DocuSign	--	--	INTERNAL TEST

Energy Management

Brand	Model	Version/Protocol	Status
Alerton	--	Scientific Atlanta	INSTALLED
Gentec	--		INSTALLED
InnComm	--	Scientific Atlanta	INSTALLED
Johnson Control	--	Scientific Atlanta	INSTALLED
Trane	--	Polarsoft	INSTALLED
WiSuite	--	Scientific Atlanta	INSTALLED

G/L Export

Brand	Model	Version/Protocol	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	CSV/TXT	INSTALLED
Sage	50 Canada (formerly Simply Accounting)	CSV/TXT	INSTALLED
Sage	50 US (formerly PeachTree)	CSV/TXT	INSTALLED

Brand	Model	Version/Protocol	Status
Sage	100 (formerly Mas 90 / Mas 200)	CSV/TXT	INSTALLED
Sage	300 (formerly AccPac)	CSV/TXT	INSTALLED
Sage Intacct	--	--	INSTALLED
Solomon	--	CSV/TXT	INSTALLED
Sun Financial	--	CSV/TXT	INSTALLED
Timberline	--	CSV/TXT	INSTALLED
Yardi	--	CSV/TXT	INSTALLED

GDS/OTA/Booking Engine Reservations

Brand	Model	Version/Protocol	Status
Allegiant	--	2 way	PENDING
Avvio	--	2 way (enhanced with res upload)	INSTALLED
Cendyn	--	2 way	INSTALLED
Expedia	Direct	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 (enhanced with res upload)	INSTALLED
Net Affinity	--	2 way (enhanced with res upload)	INSTALLED

Brand	Model	Version/Protocol	Status
Open Hospitality	--	2 way	INSTALLED
Passkey	--	2 way (enhanced with res upload)	INSTALLED
Pegasus	--	2 way	INSTALLED
Maestro OBE	--	2 way (enhanced with res upload)	INSTALLED
Sabre	SynXis	2 way 2 way (enhanced with res upload)	INSTALLED
SiteMinder	--	2 way	INSTALLED
Travel Tripper	--	2 way (enhanced with res upload)	INSTALLED
Travelclick	iHotelier /PMS Connect	2 way 2 way (enhanced with res upload)	INSTALLED
Travelclick GMS	--	2 way (enhanced with res upload)	INSTALLED
TravLynx/Innlink	--	2 way	INSTALLED
Trust	--	2 way	INSTALLED
UniRez	--	1 way	INSTALLED
Vertical Booking	--	2 way	DEVELOPMENT
VIAD	--	2 way	INSTALLED
Windsurfer	--	2 way (enhanced with res upload)	INSTALLED

Gift Card

Brand	Model	Version/Protocol	Status
Valutec	--	--	INSTALLED

Golf Tee-Time Interfaces

Brand	Model	Version/Protocol	Status
ForeUp	--	--	INSTALLED
TeeOn	Tee Sheet Golf Point of Sale		PENDING PENDING

Guest Messaging

Brand	Model	Version/Protocol	Status
Actabl	ALICE Suite	--	INSTALLED
Fetch	GuestXMS	--	INSTALLED
Hello Shift	--	--	INSTALLED
IVY Go Moment	--	--	INSTALLED
Nuvola	--	--	INSTALLED
Zingleme	--	--	INSTALLED
Whistle Messaging	--	--	INSTALLED

ID Scanners (Passport/Driver's License)

Brand	Model	Version/Protocol	Status
Samsotech	--	--	INSTALLED
TTI	3m	--	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

Brand	Model	Version/Protocol	Status
Quadriga	--	Video Checkout	INSTALLED
Sonifi	--	Lodgenet	INSTALLED
Time Warner	--	Video Checkout	INSTALLED
World Cinema	--	Lodgenet	INSTALLED

Internet Access Billing

Brand	Model	Version/Protocol	Status
CAIS Internet	--	--	INSTALLED
CISCO	BBMS	--	INSTALLED
Deep Blue	--	--	INSTALLED
Golden Tree	--	--	INSTALLED
Guestek	--	--	INSTALLED
HospitalityWiFi	--	--	INSTALLED
Intello	On Demand	--	INSTALLED
Nomadix	--	HOBIC/Micros	INSTALLED
TravelNet	--	Data Valet	INSTALLED
Wayport	--	--	INSTALLED

Keycard

Brand	Model	Version/Protocol	Status
Assa Abloy	Ving Vision	VC2100 1.3	INSTALLED
Assa Abloy	Visionline	Timelox/PMS 1511	INSTALLED
CISA	--	Lodging Link PTS	READY
Dormakaba	Ilco	Gateway / Direct	INSTALLED
Dormakaba	Saflok	600/6000/Ambience	INSTALLED
Hotek	--	--	INSTALLED

Brand	Model	Version/Protocol	Status
Marlok	--	--	INSTALLED
Onity (formerly Tesa)	HT24	4.x, 5.x	INSTALLED
Salto	Hams v1.3	Onity (Tesa) Protocol	INSTALLED

Mobile Key

Brand	Model	Version/Protocol	Status
OpenKey	--	--	INSTALLED
Zaplox	--	--	INSTALLED

Mail System Integration

Brand	Model	Version/Protocol	Status
Experian	--	QAS	INSTALLED

Minibar

Brand	Model	Version/Protocol	Status
AMS	AutoClassic	Full Duplex	INSTALLED
Dometic	--	--	INSTALLED
TMS-Mini Bar	--	--	
Posting	--	--	INSTALLED

Parking Control

Brand	Model	Version/Protocol	Status
McGann	--	--	INSTALLED

Payment Portal

Brand	Model	Version/Protocol	Status
B4Checkin	Transform	--	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
EzSuite Golf Pro-Shop POS	--	Micros	INSTALLED
ForeUp Golf Pro-Shop	--	--	INTERNAL TEST
General Meters	--	Maestro Generic	READY
Generic (Ramesys UK)	--	2.1	INSTALLED
HARMS Millennium	--	Micros	INSTALLED
HSI	--	Micros	INSTALLED
Infogenesis	--	Revelation (TCP/IP, XML)	INSTALLED
IQ	--	Maestro Generic	INSTALLED
Jencess	ServeWay/Saleway	--	INSTALLED
Lightspeed F&B POS	--	Micros Enhanced	INSTALLED
Lightspeed Golf Pro-shop POS	--	Micros Enhanced	INSTALLED
Logivision	--	Maestro Generic	INSTALLED
Micros	--	E7/2700/3700/4700/8700/9700 (RS232, TCP/IP)	INSTALLED

Brand	Model	Version/Protocol	Status
Micros Symphony	--	Micros	INSTALLED
Micros Symphony	--	Micros Enhanced (required SIM from 3rd party vendor)	INSTALLED
Milano Spa	--	Micros	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
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
Toast POS	--	--	INSTALLED

Reputation Management

Brand	Model	Version/Protocol	Status
Inntopia (Formerly Ryan Solutions)	Ryan Solutions	1 way	INSTALLED
Revinate	--	Maestro API Genomi	INSTALLED

Retail Inventory System

Brand	Model	Version/Protocol	Status
Yellow Dog	Yellow Dog	--	INSTALLED

Revenue Management

Brand	Model	Version/Protocol	Status
Duetto	--	2 way	INSTALLED
eRevMax/RateTiger	--	--	PENDING
EZRMS	--	1 way	INSTALLED
EZRMS	--	2 way	INSTALLED
IDeaS	--	1 way / 2 way	INSTALLED
Lighthouse (formerly OTA Insight)	Rate Insight		INSTALLED
LodgiQ	--	2 way	INSTALLED
Rainmaker	GuestRev	2 way	INSTALLED
RateGain	--	--	PENDING
RateYield	--	--	INSTALLED
Revenue Analytics	N2Pricing	2 way	INSTALLED
Right Revenue	--	2 way	READY
Snapshot	--	1 way	INSTALLED

Table Reservation

Brand	Model	Version/Protocol	Status
Silverware	--	--	READY

Tablet Check In/Check Out

Brand	Model	Version/Protocol	Status
It Just Works Software	iPad	--	INSTALLED

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
Broadsoft	Jaxx Fusion	IP based	INSTALLED
Comdial	--	HitachiHCX5000	INSTALLED
Char Systems	--	Lodging Link PTS	INSTALLED
Defero3	--	Hitachi	INSTALLED
Ericsson	BP250/MD110	Lodging Link PTS	READY
Fujitsu	Starlog 3	--	READY
Fujitsu	F9600	12/97	INSTALLED
GrayMatter	--	Mitel	INSTALLED
Hitachi	HCX5000	09/98 7.4	INSTALLED
iMagical	--	Mitel	INSTALLED
Iwatsu	--	Lodging Link PTS	READY
Jazz	--	Comtrol	INSTALLED
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

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
Telecom Eye	--	Mitel	INSTALLED
TMS	--	--	INSTALLED
Toshiba	DK424	HitachiHCX5000	INSTALLED
Xorcom	--	Mitel	INSTALLED

Third Party Sales and Catering

Brand	Model	Version/Protocol	Status
Amadeus (formerly Newmarket)	Delphi	Legacy	INSTALLED
Amadeus (formerly Newmarket)	Delphi	XML	INSTALLED
Amadeus (formerly Newmarket)	Delphi	FDC	INSTALLED
Ivvy	--	--	INTERNAL TEST
Tripleseat	--	--	INSTALLED

Video Display Systems

Brand	Model	Version/Protocol	Status
AFS MessageLink	--	Guest Message	INSTALLED



Voicemail

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
Status	--	--	INSTALLED
TMS	--	--	INSTALLED
VoiceGate	--	Centigram	INSTALLED



Work Order/Housekeeping Management

Brand	Model	Version/Protocol	Status
HotSOS/REX	--	--	INSTALLED
PurpleCloud	--	Maestro Genomi API	INSTALLED
StatusTracker	--	--	INSTALLED

Sales & Catering/ Spa & Activities Interfaces

Graphical Room Layout

Brand	Model	Version/Protocol	Status
TimeSaverSoftware	RoomViewer	Pro Version 6.0	INSTALLED (Maestro Windows only)
Social Tables	Social Tables	--	READY
StatusTracker	--	--	INSTALLED

Video Display Systems

Brand	Model	Version/Protocol	Status
AFS MessageLink	--	Event Message	INSTALLED
Creston	--		INSTALLED
Janus Displays	--	Event Message	INSTALLED
Scala	--	Event Message	INSTALLED

Spa and Activities Interfaces

Brand	Model	Version/Protocol	Status
Morpheus Cloud	Webroom	--	INSTALLED