

Contact Support

Americas Technical Support and Customer Service contact information is provided below according to product group.

Contact information for other geographies is available below in pdf form for your convenience.

Consider the following guidelines when determining whether you need to contact Technical Support or Customer Service:

Technical Support - Questions about the installation or use of your software. Including error messages and other questions about the use of your software.

Customer Service - Product unlocking [MapInfo products], order status, tracking number or any other general inquiry.

Americas

DOC1 Products

Technical Support

- Hours Monday - Friday from 8:30 am to 6:00 pm EST, excluding US holidays
- Phone 877-DOC1TEC (877 362 1832) or +1 952 703 2165
- Fax +1 301 683 6888
- Email DOC1Support@g1.com

Customer Service

- Phone 800 552 2511, option 3
- Email custserv@mapinfo.com

Encom Products

Technical Support

(GIS - Discover, Discover 3D, Discover Mobile and Engage3D)

- Hours Monday - Friday from 8:00 am to 7:00 pm EST, excluding US holidays
- Phone 800 552 2511
- Fax +1 518 285 6080
- Email: discover_support@encom.com.au
engage_support@encom.com.au
engage3d_support@encom.com.au

(Compass)

- Hours Monday - Friday from 8:00 am to 7:00 pm EST, excluding US holidays
- Phone 800 552 2511
- Fax +1 518 285 6080
- Email compass_support@encom.com.au

(Geophysics)

- Hours Monday - Friday from 8:00 am to 7:00 pm EST, excluding US holidays
- Phone 800 552 2511
- Fax +1 518 285 6080
- Email geophysical_support@encom.com.au

Customer Service

- Phone 800 552 2511, option 3
- Email custserv@mapinfo.com

Group 1 and Sagent Data Flow Products

Technical Support

- Hours Monday - Friday from 8:30 am to 8:00 pm EST, excluding US holidays
Phone Standard Support 800 367 6950 or +1 301 731 2316 (if dialing from outside the US)
Premium Support 877 365 24x7 (2497) and then dial your access code.
Visit the [Premium Support](#) page for additional information regarding Premium Support.
- Email Group 1 support@g1.com
Sagent Data Flow sagentsupport@g1.com

Customer Service

- Phone 800 552 2511, option 3
- Email custserv@mapinfo.com

MapInfo Products

Technical Support

- Hours Monday - Friday from 8:00 am to 7:00 pm EST, excluding US holidays
- Phone 800-552 2511 option 1 or +1 518 285 7283
- Fax +1 518 285 6080
- Email techsupport@mapinfo.com

Customer Service

- Phone 800 552 2511, option 3
- Email custserv@mapinfo.com