

Support Tool - Windows

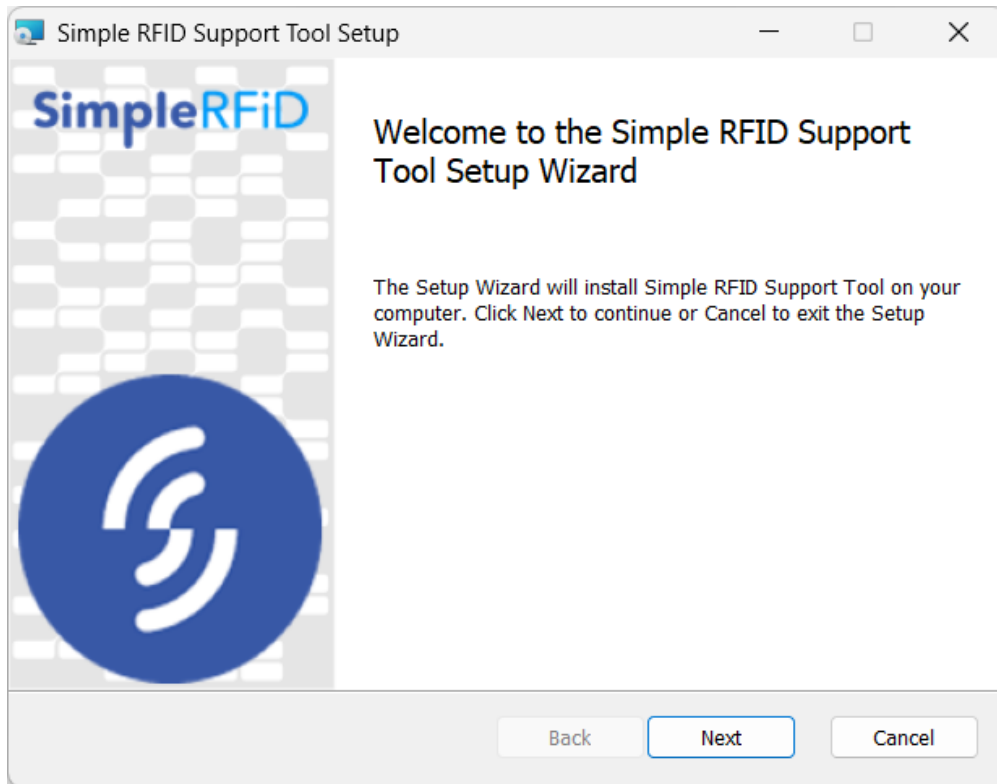
- [Support Tool Installation - Windows](#)
- [Refresh Print Client - Windows](#)
- [Repair Print Client - Windows](#)

Support Tool Installation - Windows

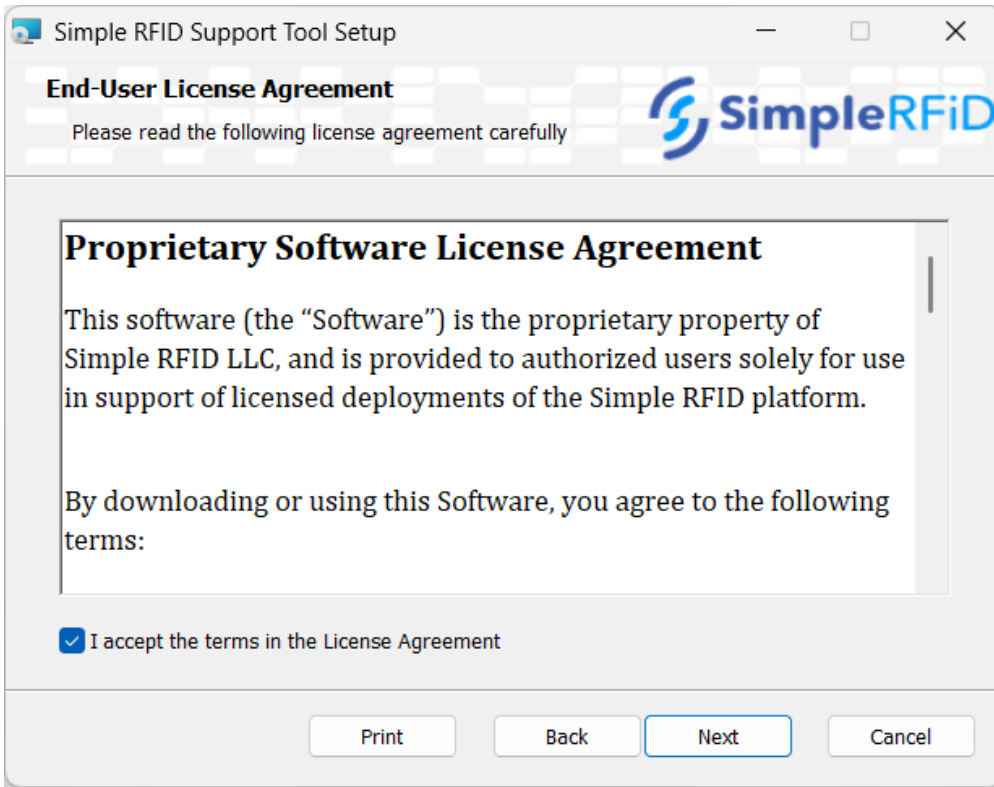
Note: You'll need Administrator permissions to complete this installation.

First, [download the support tool](#).

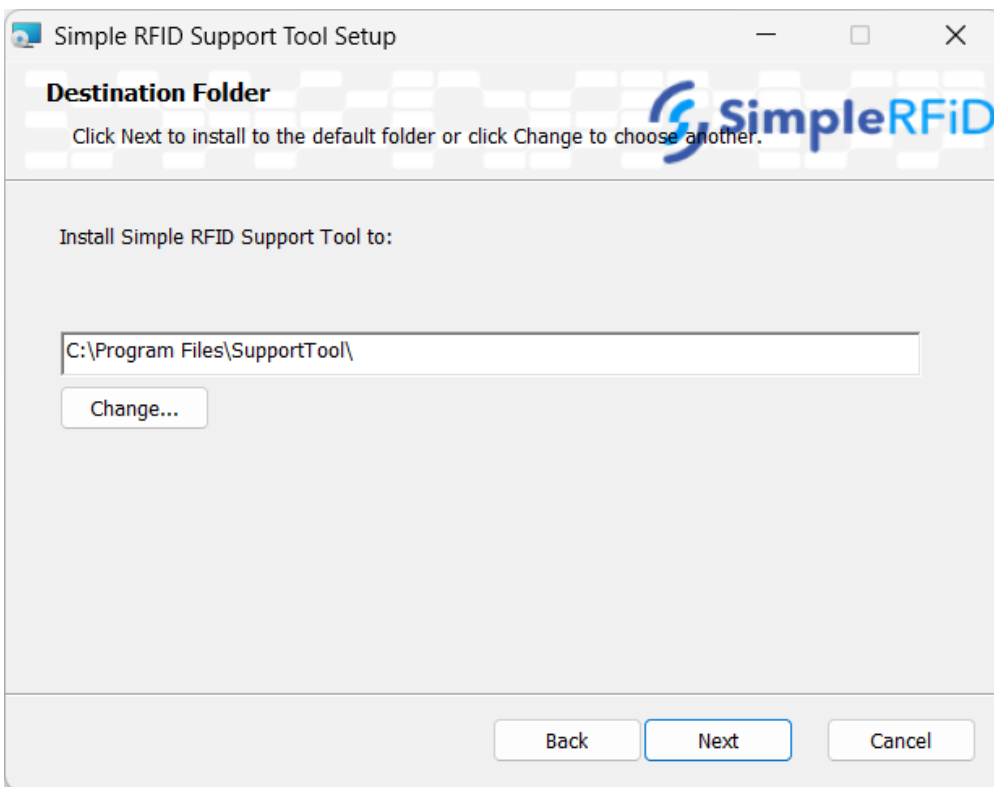
Once downloaded double click to open the installer, then click Next.



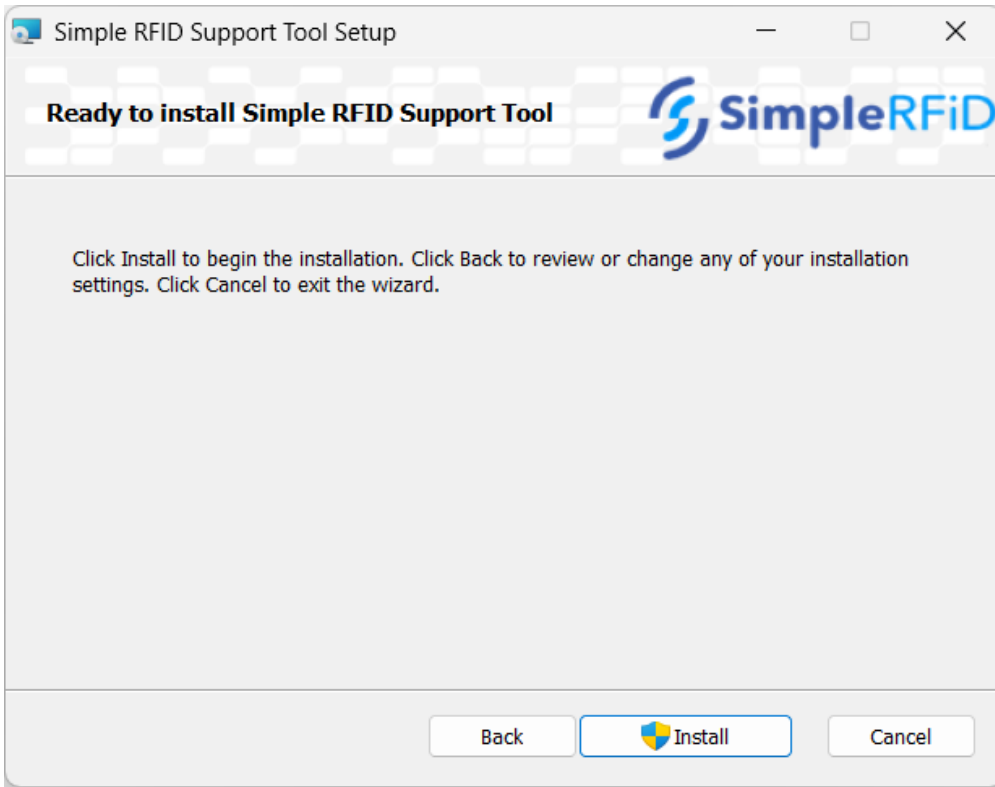
Accept the terms in the Licensing Agreement, then click Next.



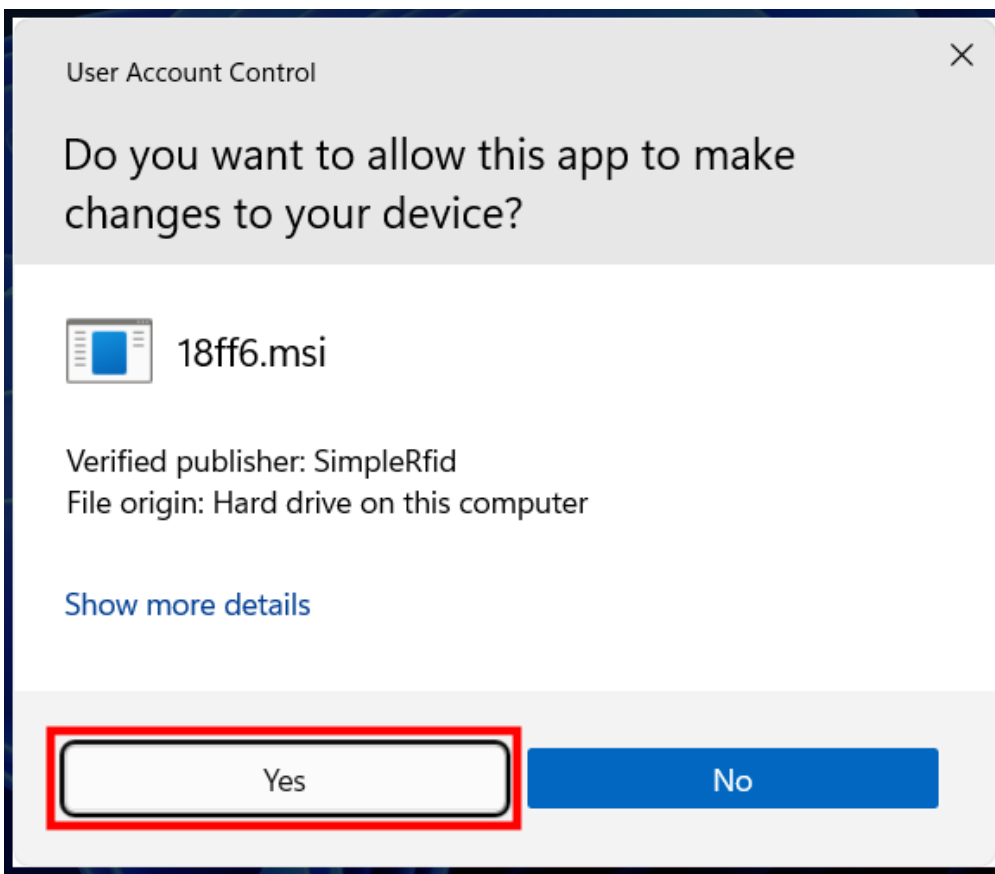
Choose the install location, then click Next.



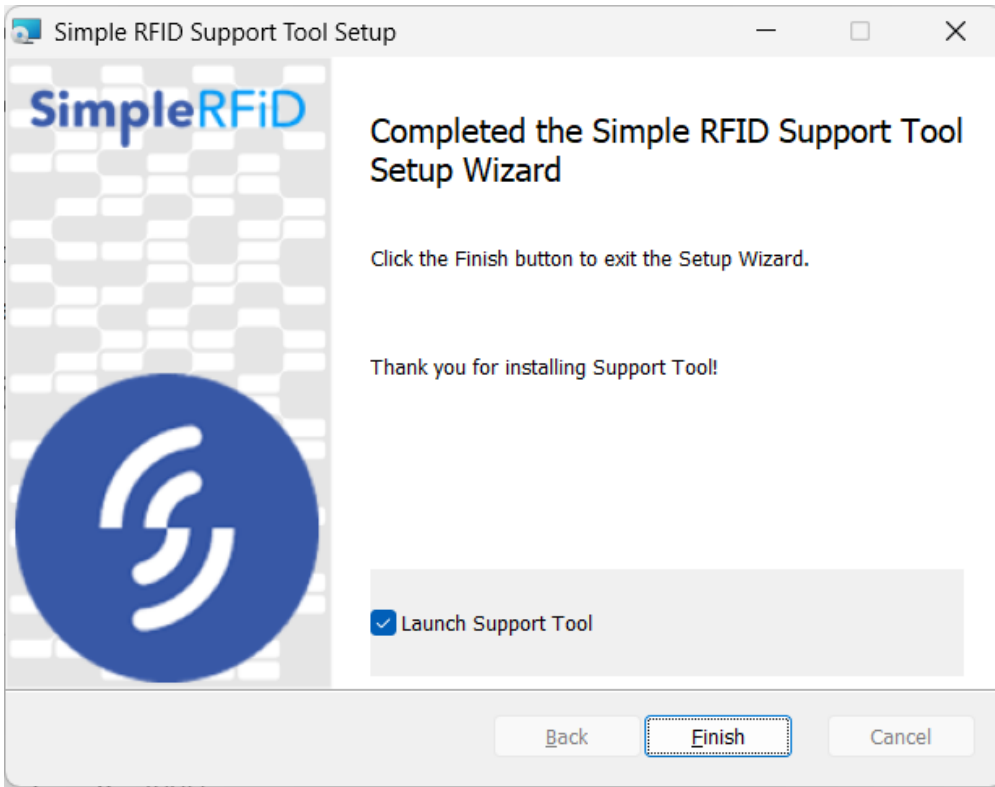
Click Install



Click **Yes** to allow the app to make changes to your device.



The program will then install, and once completed click Finish.



Once installed an icon will appear in your system tray in the bottom right corner of the screen (by the clock). We advise that you drag this icon down so that it appears in the task bar for easier access.



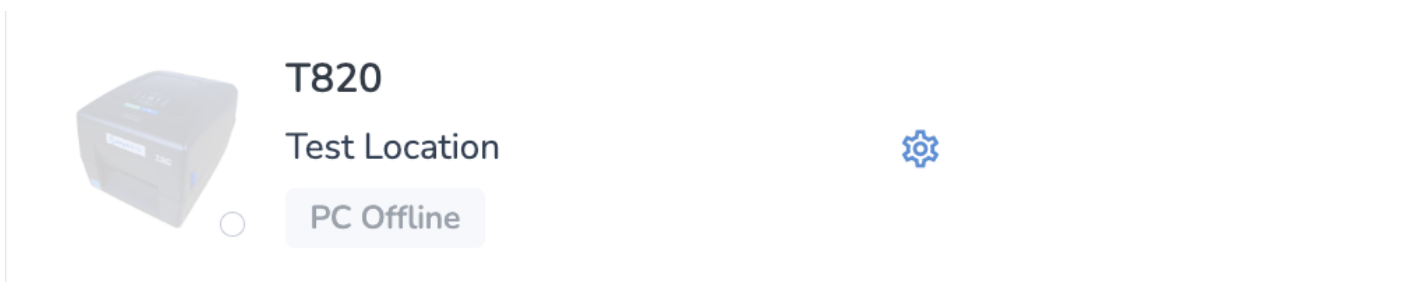
Refresh Print Client - Windows

If you find that your printer disconnects and goes offline you will want to install the Support Tool which will help you get back up and running.

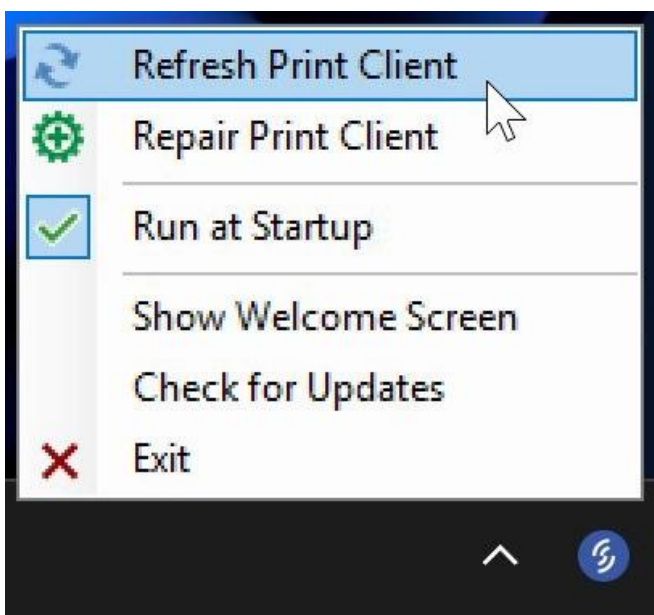
Installation instructions can be found here: [Support Tool: Installation](#)

Restarting the Printer using the Refresh Tool

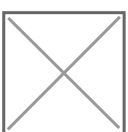
With the Support Tool installed, anytime you find your print client offline (indicated by "PC Offline"):



Simply click on the Support Tool icon in your taskbar, then click Refresh Print Client.



Once the client has restarted successfully you will see the following pop-up



Close this pop-up and wait up to 30 seconds and your printer should reconnect.



T820

Test Location



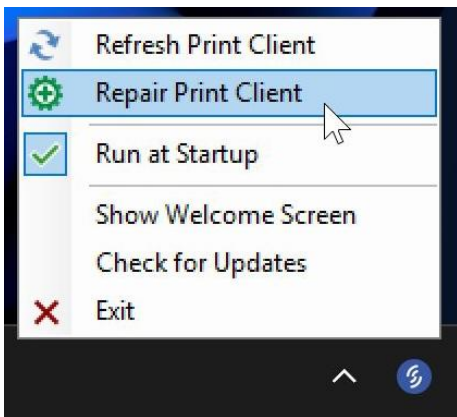
PC Online



Repair Print Client - Windows

Repairing the print client will download and run the installer in order to write over any parts of it that may have been damaged. **This is particularly useful if the Refresh Print Client option throws an error.**

Please make sure you are using the latest version of the Support Tool; previous versions will reset your station pairing, meaning you will need to contact support to re-attach your station if you use the Repair function on those older versions.



Wait a few minutes after the repair process completes for your station to come online. If you continue to face issues, please contact support.