

# 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.

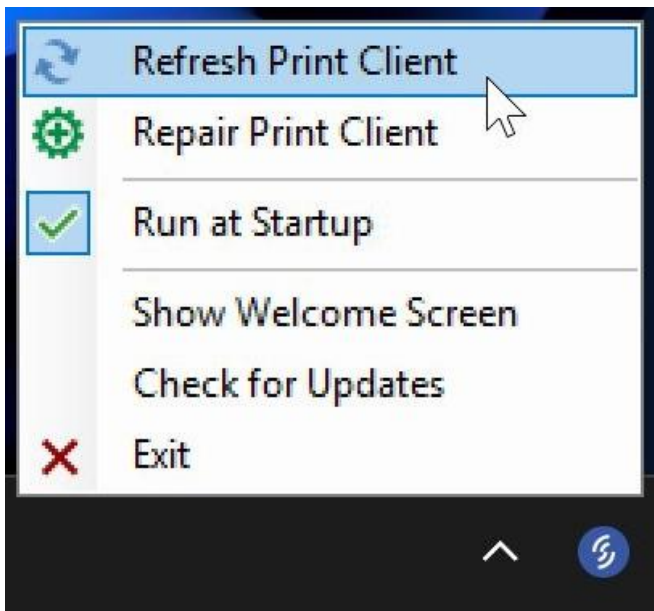
Installation instructions can be found here: [Support Tool: Installation](#)

## Restarting the Printer using the Refresh Tool

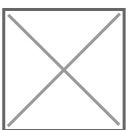
With the Support Tool installed, anytime you find your print client offline (indicated by "PC Offline"):



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



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Revision #12

Created 14 May 2025 15:23:31 by Stan Andrus

Updated 19 November 2025 00:32:11 by John LeBaron