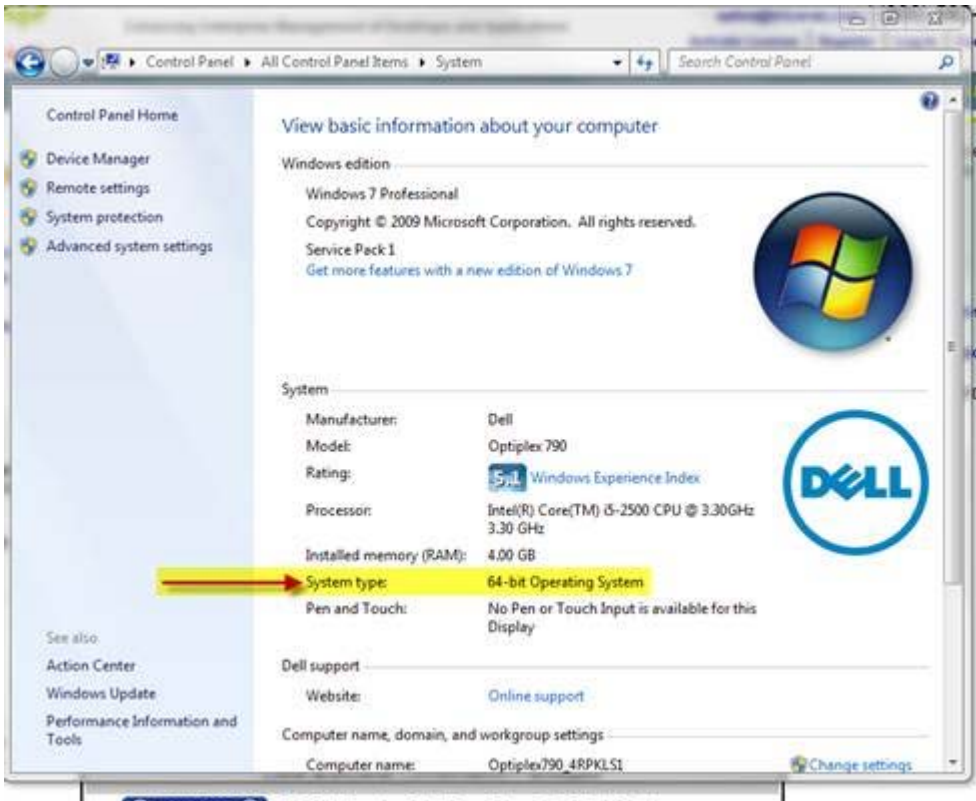We use a ScrewDriver to communicate your computer's printers with the P20 software. There are different versions of the ScrewDriver, so we need to determine your computer's System Type.

For Windows 7 and earlier:

If you go to the **Start Menu** on your desktop, and click on **Control Panel**, then click on **System**. A window will open that will say Windows Edition, then System.

It will say 32-bit Operating System or 64-bit Operating System as the System Type. Make note of this.

For Windows 8/10:

Open the Windows 8/10 control panel (do this by going to the Start Screen and hovering your mouse in the bottom right corner of the screen. Click on the "Search" button. Find "Control Panel" under the list of Apps.)

After bringing up the Control Panel, click on System and Security; then click on System. Under System Type it will say either 64-bit or 32-bit. Make note of this and continue on to the next step.

After you have completed this step, go to this link: https://www.tricerat.com/solutions/category/client-downloads/

Click on "Support" at the very top of the Tricerat webpage, then Client Downloads from the drop down menu. On the downloads page, click the button that says "Download Clients."
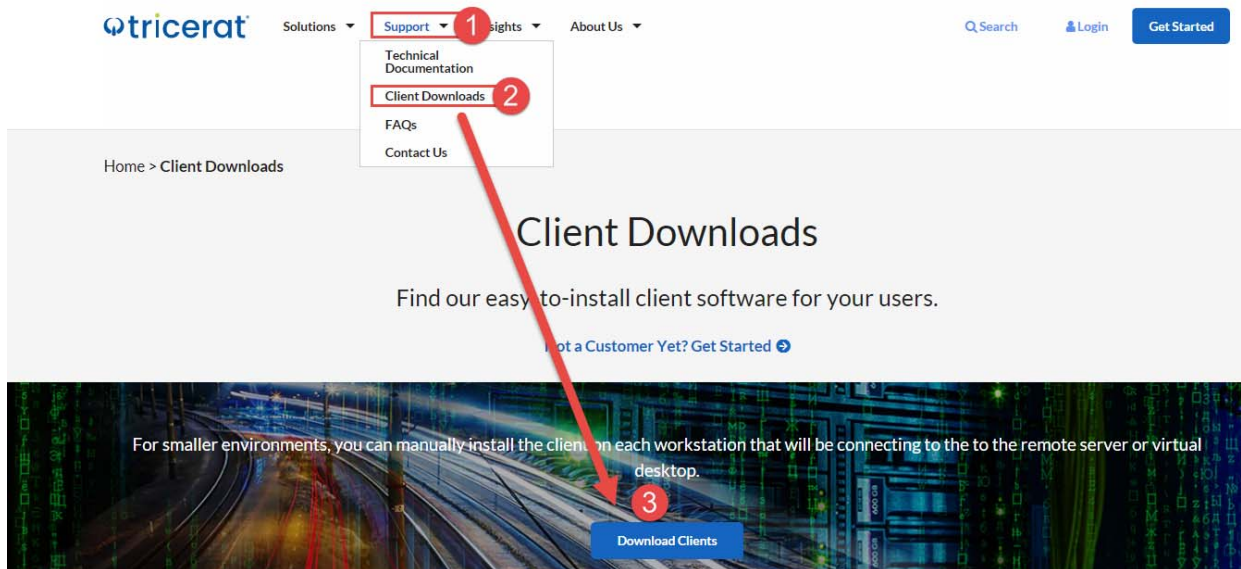

First client the Screwdrivers – Client Only, then the version (currently 6.4.10) and then If you have a 64 bit operating system, click to download the plug-in shown in the below image. Click   run," an install wizard should pop up, just follow the directions. For 32 bit, read on.
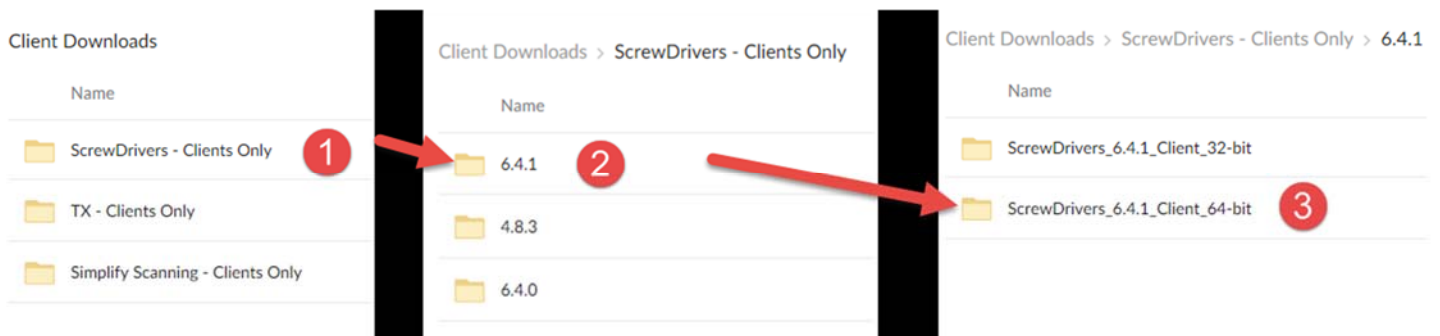
Note: If your computer does not list the System Type, select the 32-bit download
If you have a 32 bit operating system, click to download the plug-in shown in the below image. Click "run," an install wizard should pop up, just follow the directions.
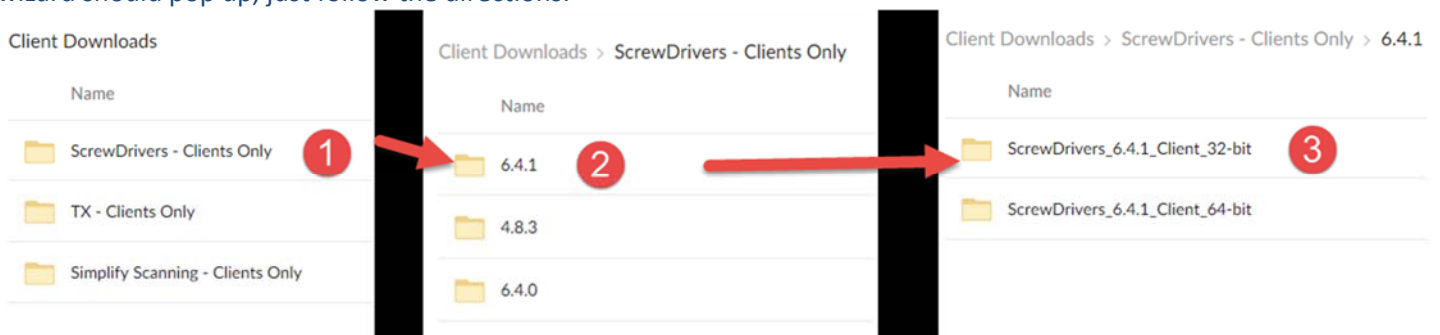
When the install is complete, please restart your computer. You should see your printer(s).
If you would like us to walk you through these steps, give us a call at the help desk 866-622-8084.