International Telecommunication Union

Fifth World Telecommunication/ICT Policy Forum
Synchronize Tool User Guide

The WTPF 2013 Sync Tool* allows you to synchronize WTPF meeting documents** from the ITU server to your local drive. It has been configured to access the ITU server in Geneva and synchronize on demand to the latest published documents.

*The ITU Synchronize Tool works in Windows® XP/Vista/7/8 and Mac.
** WTPF 2013 meeting documents include: Contributions, Administration, Information and Temporary Documents.

I.   Synchronize Tool for Windows

Step 1: Starting the WTPF 2013 Sync Tool

Download from ITU Website:

1. Download the WTPF 2013 Sync Tool (ITU WTPF-2013 Sync.exe), from the WTPF 2013 homepage, and save to your Windows Desktop. Once downloaded, execute it.

   http://www.itu.int/en/wtpf-13/Pages/default.aspx

2. Once executed, the initial screen will show the ITU License Agreement, click I Agree button. Then, you may setup where to save the documents and if you want to create a shortcut in Program Menu. Then, click Save settings and connect.

Notes:

- *For web download, it is recommended that you save the WTPF 2013 Sync Tool (ITU WTPF-2013 Sync.exe) into your Windows Desktop for easy access.*

- *The Settings window will only be displayed when you run the Tool for the first time. If you would like to change the settings, click on the "Settings" button from the main menu.*

- *If you wish to initialize the files, select the "Delete downloaded files" button from the Settings page.*

**Fifth World Telecommunication/ICT Policy Forum (WTPF 2013)**

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I disagree   I agree

1. From the Menu below, click the first button, "Synchronize Meeting Documents".
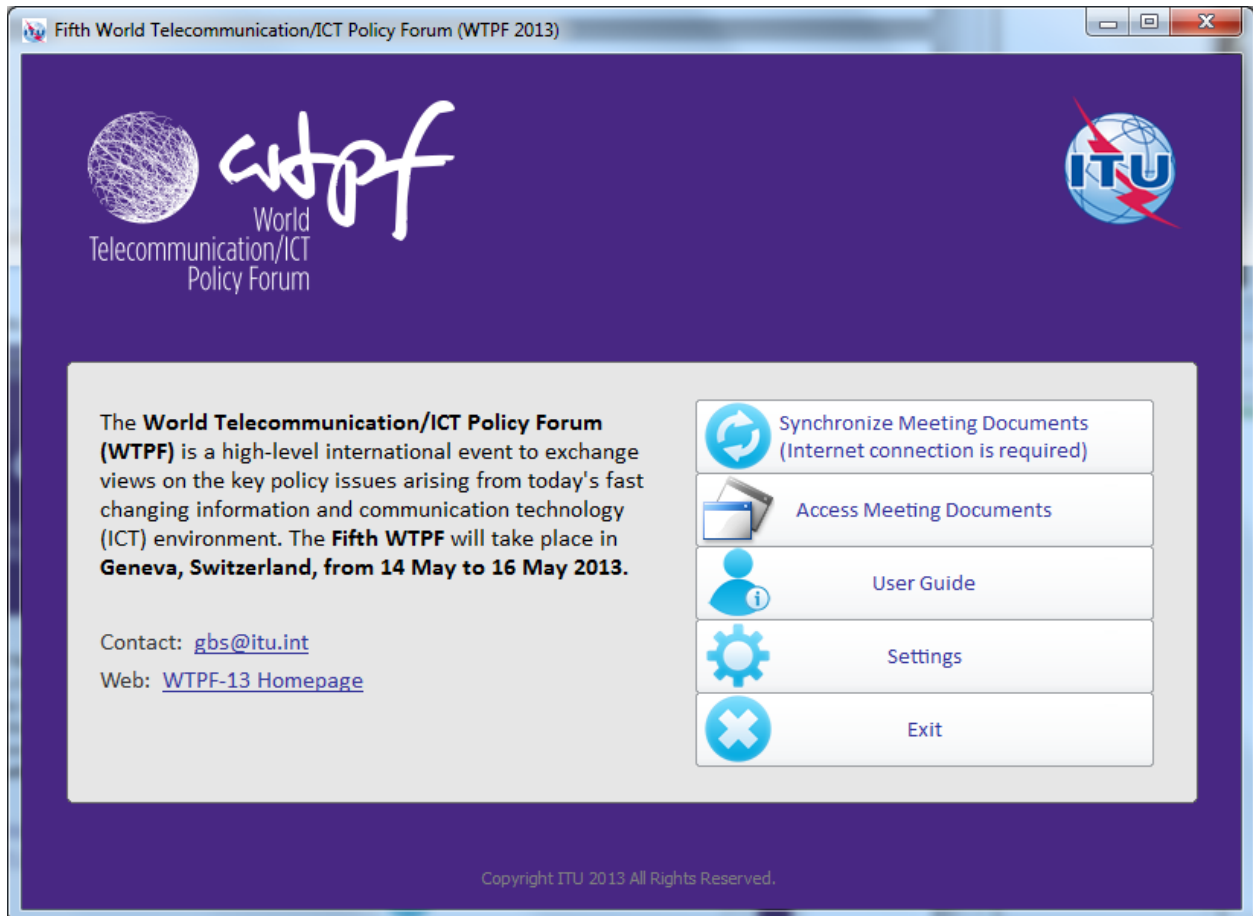
2. Select the language(s) of the documents to synchronize.
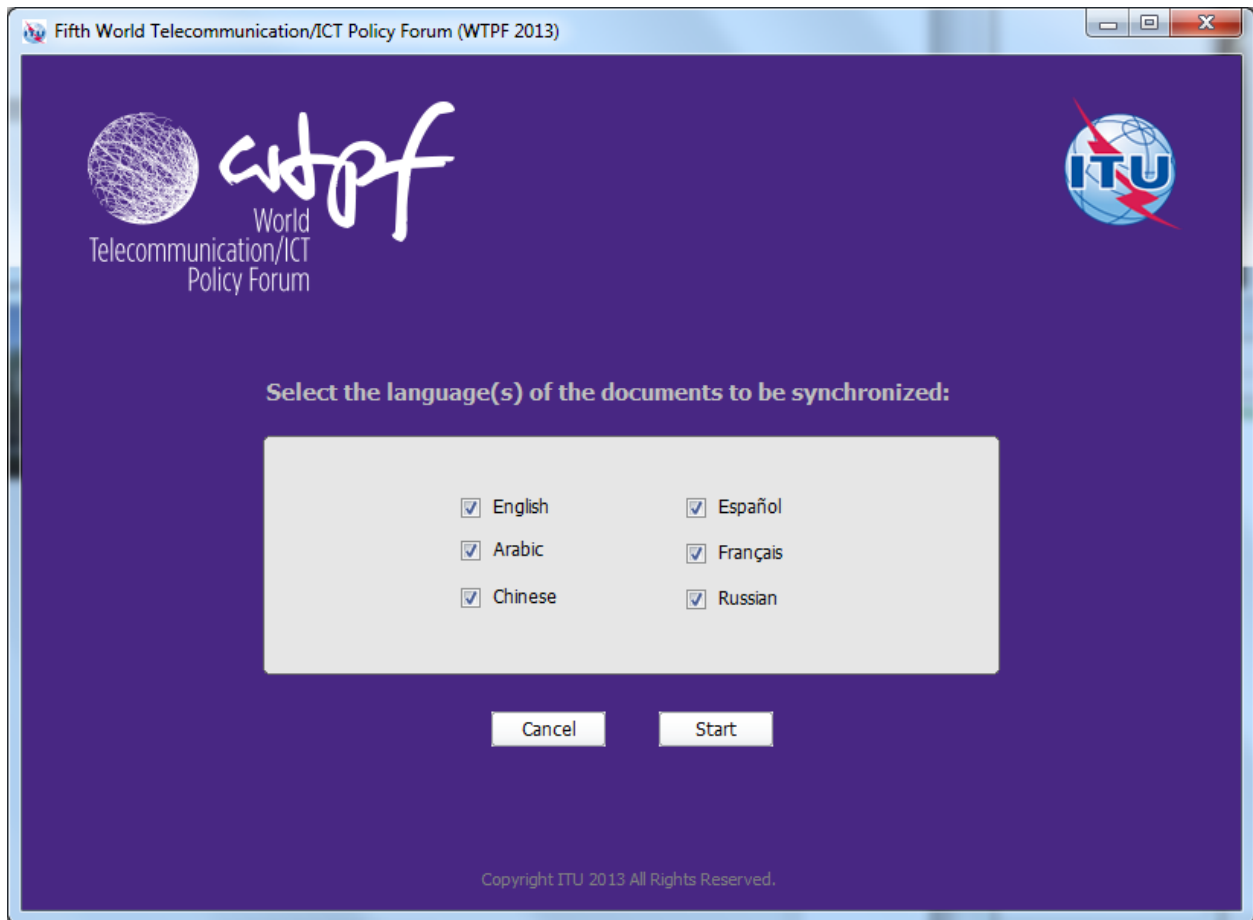
3. Then click Start and the synchronization will start. A synchronize window will appear; wait until it completes and disappears, then you may access the documents.

Notes:

- *In the initial synchronization, it may take several minutes to download documents.*
- *Synchronization is set to run on demand; you may launch it at any time from the menu by clicking on the "Synchronize Documents" button.*

1.   Click on "Access Meeting Documents" to show the contents page. This page will give you access to the documents that were downloaded and synchronized to your hard drive.

II. Synchronize Tool for Mac

Step 1: Downloading and Starting the WTPF 2013 Sync Tool for Mac

1. Download the WTPF 2013 Sync Tool (itu-wtpf13-sync.dmg), from ITU WTPF 2013 page:

   http://www.itu.int/en/wtpf-13/Pages/default.aspx

2. Once the Sync Tool has been downloaded, run it.

3. To install, drag the ITU Sync icon to Applications icon. Then, run the ITU Sync Tool from your Tools window.
4. Initially, it will show the ITU License Agreement, read and click the button "I agree".

ITU WTPF-13 Sync Tool

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[I disagree]   [I agree]

5. Then, on the next window, choose the default hard drive where you would like to save the documents to.
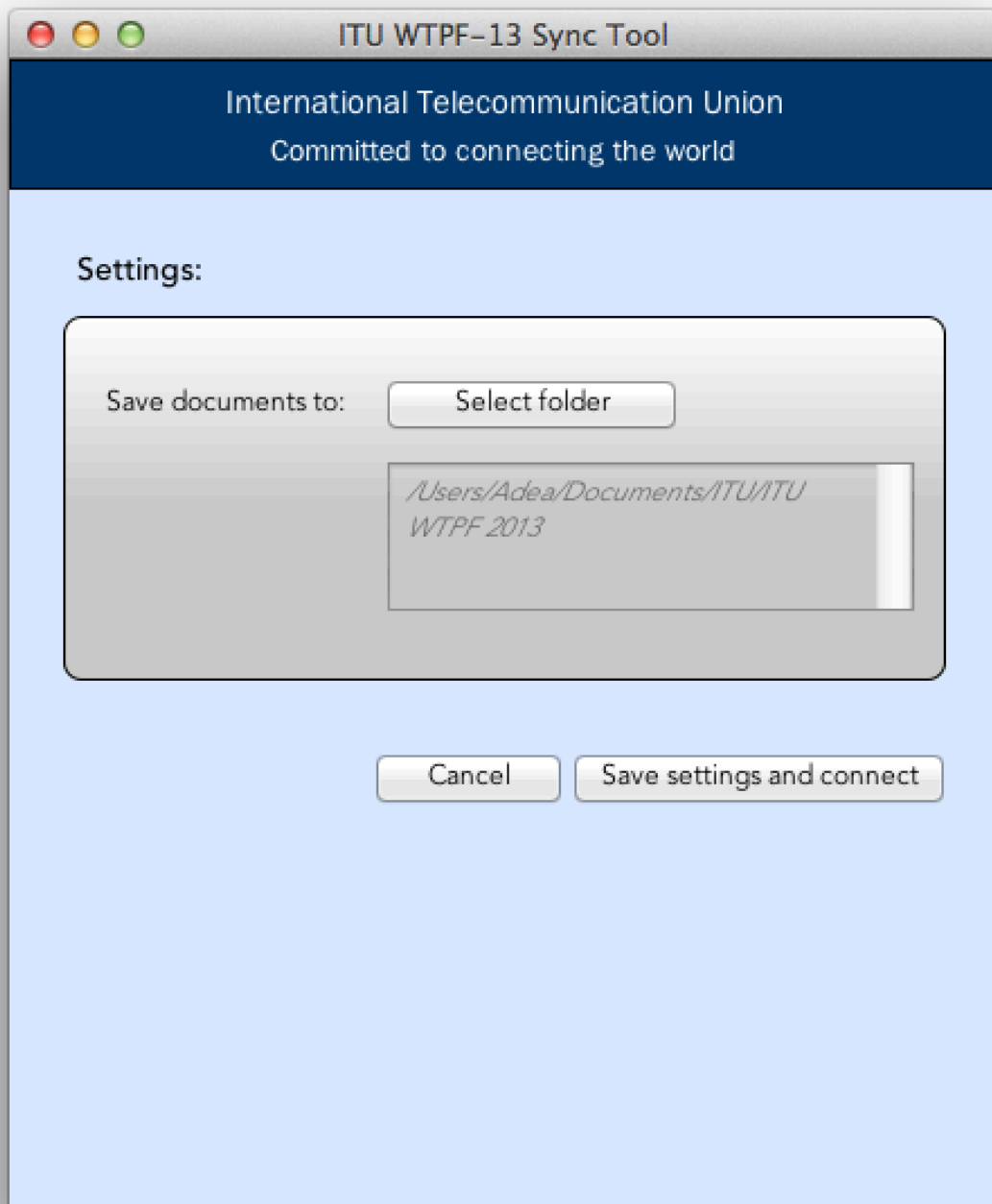
6. Click the button "Save settings and connect". After a successful verification, these settings will be saved and followed by a prompt to synchronize the documents.

Step 2: Synchronizing (downloading) WTPF 2013 documents

1. To synchronize, click the first button "Synchronize Documents" from the menu.
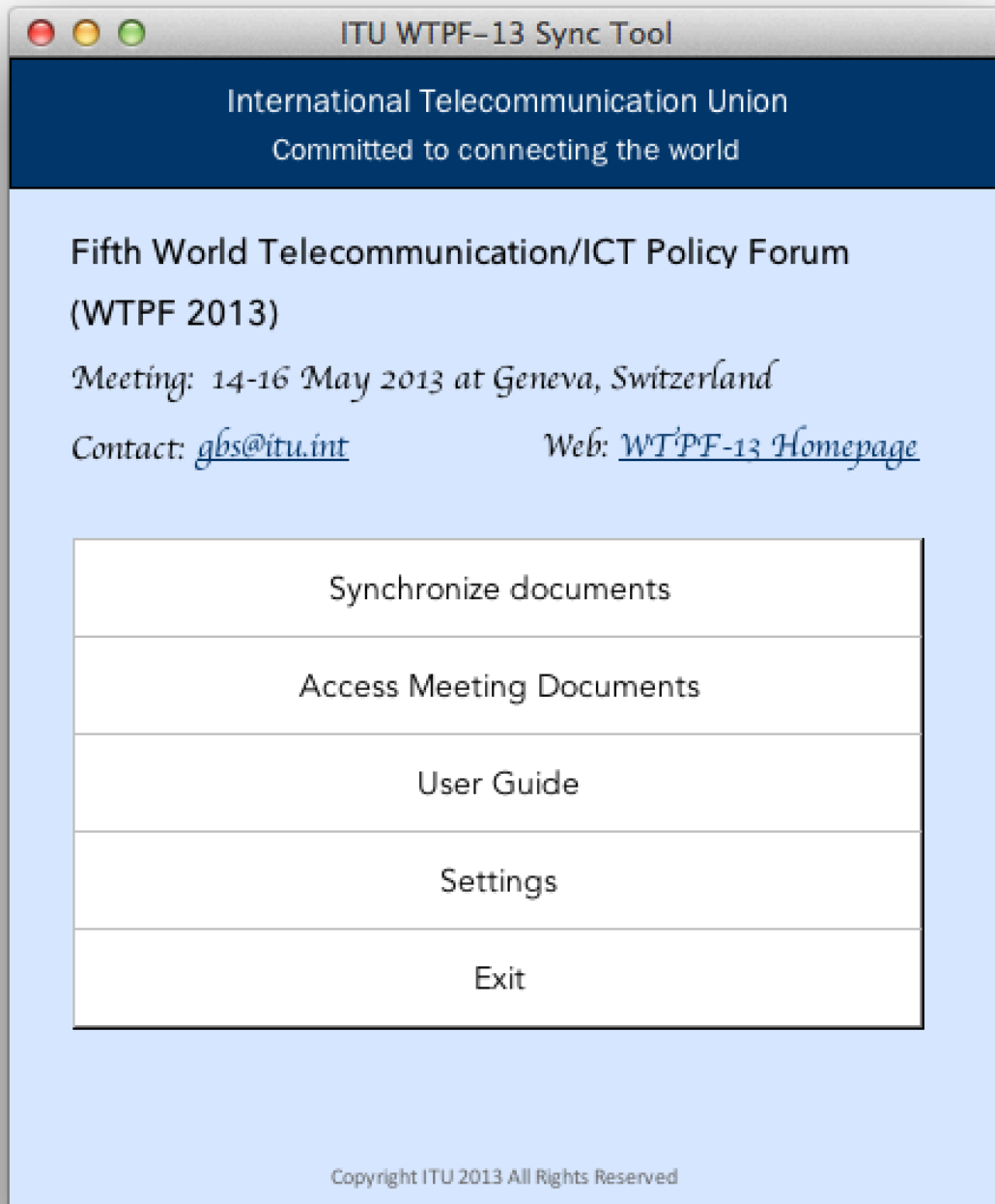
2. Select the languages to synchronize, then "Sync now" button to start the synchronization.
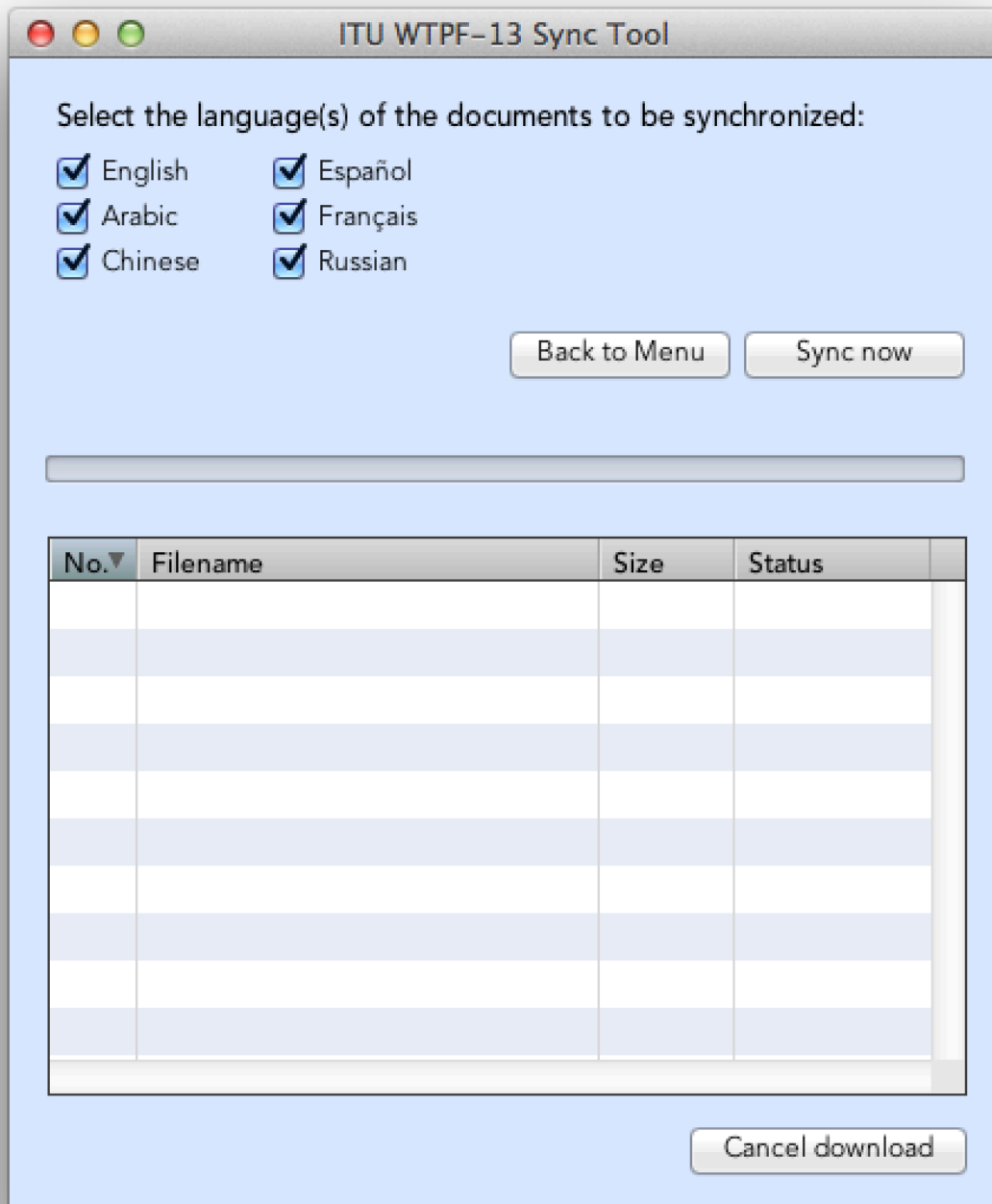
Notes:

1. *The first time you use it, you must run the synchronize option to download the menu and documents.*
2. *Synchronization is set to run on demand; you may launch it at any time from the menu by clicking on the synchronize button.*
3. *If you encounter a problem, there is a trouble-shooting page below for your information. For further information, contact the ITU IS Service Desk.*

Step 3: Accessing WTPF 2013 Documents

1. Click on the "Access Meeting Documents" button to show the Documents page. This page will give you access to the documents even if you are not connected to the internet.

Troubleshooting: First-time use

1. This window may appear the first time you use the program. Click on the "Unblock" button to continue. Synchronization is then launched. The Tool synchronizes the USB key by adding new files or replacing modified files.

If synchronization of documents does not start

1. Go to "Control Panel".

2. Run Windows Firewall.

3. Select the "Exception" tab and enable "Display notification when Windows Firewall blocks a program".
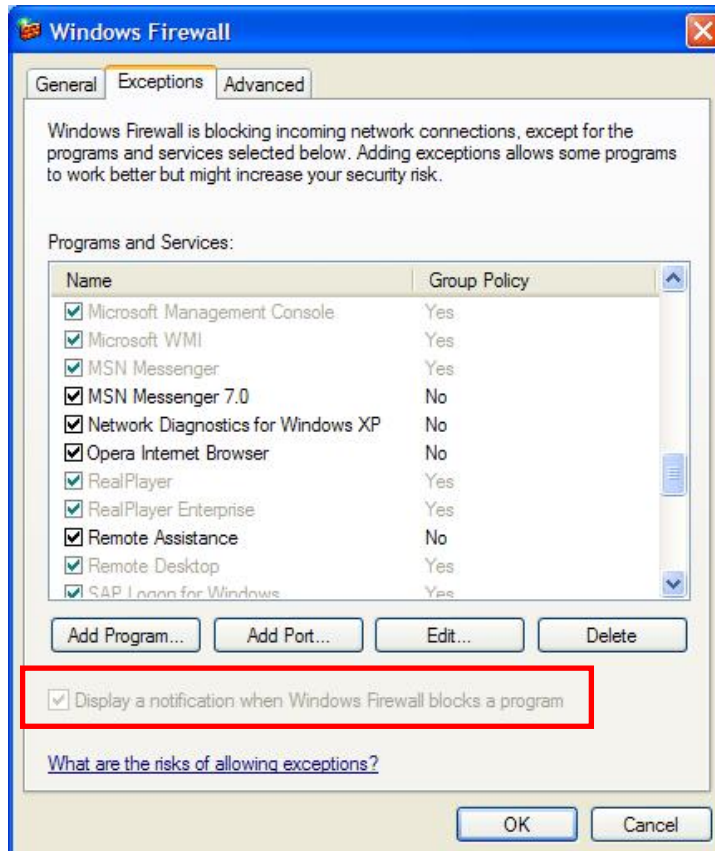
4. Click the "OK" button to close.

5.   Run "Synchronize Documents" from the menu.

6.   The Windows Security Alert (see below) may appear if the Windows Firewall is blocking the program. Click the "Unblock" button to continue. This will probably solve the problem.

7.   Check if synchronization begins. If it doesn't, check if other factors, such as antivirus programs or the server, are blocking the program. One way to check is to run the sync program outside your organization.

Antivirus or Internet Security Programs

Some Antivirus or Internet Security Programs block the Sync Tool program. For this reason, the antivirus or internet security programs need to allow autorun.exe, as indicated below, to be run:

For Windows 7:

- C:\users*[login name]*\appdata\local\temp\ir_ext_temp_*[last number]*\autorun.exe

For Windows XP:

- C:\Documents and Settings*[login name]*\Local Settings\Temp\ir_ext_temp_*[last number]*\autorun.exe

If you experience problems in accessing or synchronizing documents, please contact our IT assistance and support service by calling the ITU IS Service Desk:

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Phone: +41 22 730 6666

Fax: +41 22 730 5337

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