



International Telecommunication Union

ITU Document Synchronization Tool

User Guide

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

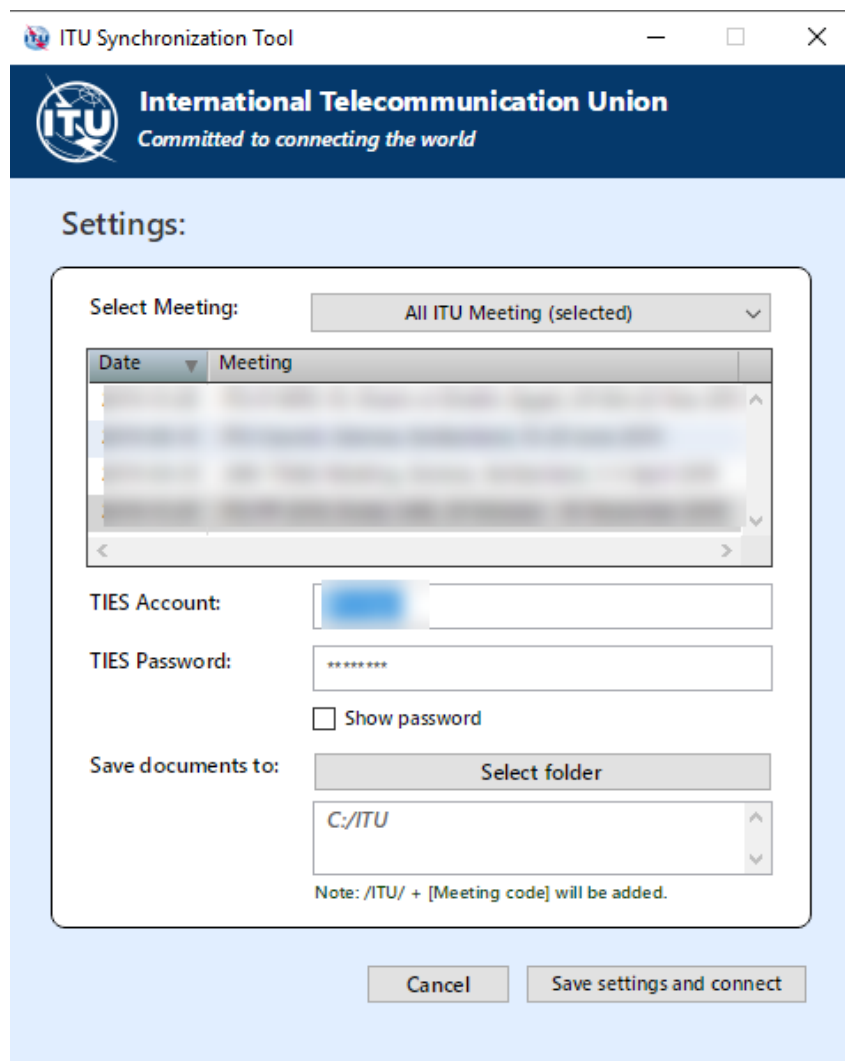
*The ITU Sync Tool works in Windows® XP/Vista/7/8/10. A separate MAC version is also available (see section II to this document).

**Published meeting documents include: Agendas, Contributions, Temporary and Information Documents.

I. SYNC APPLICATION FOR WINDOWS

Step 1: Downloading and Starting the ITU Sync Application

1. Select and download the ITU Sync Tool from the ITU event website.
2. Once the "ITU Sync Tool vXX-window-setup.zip" has been downloaded, unzip and run. It will install an icon called "ITU Sync vXX" on your Desktop. Execute and accept the ITU License Agreement. Then, download the latest list of ITU Meetings and select meeting from the dropdown menu. Enter your ITU [TIES credentials](#) and choose the default folder where you would like to save the documents to.



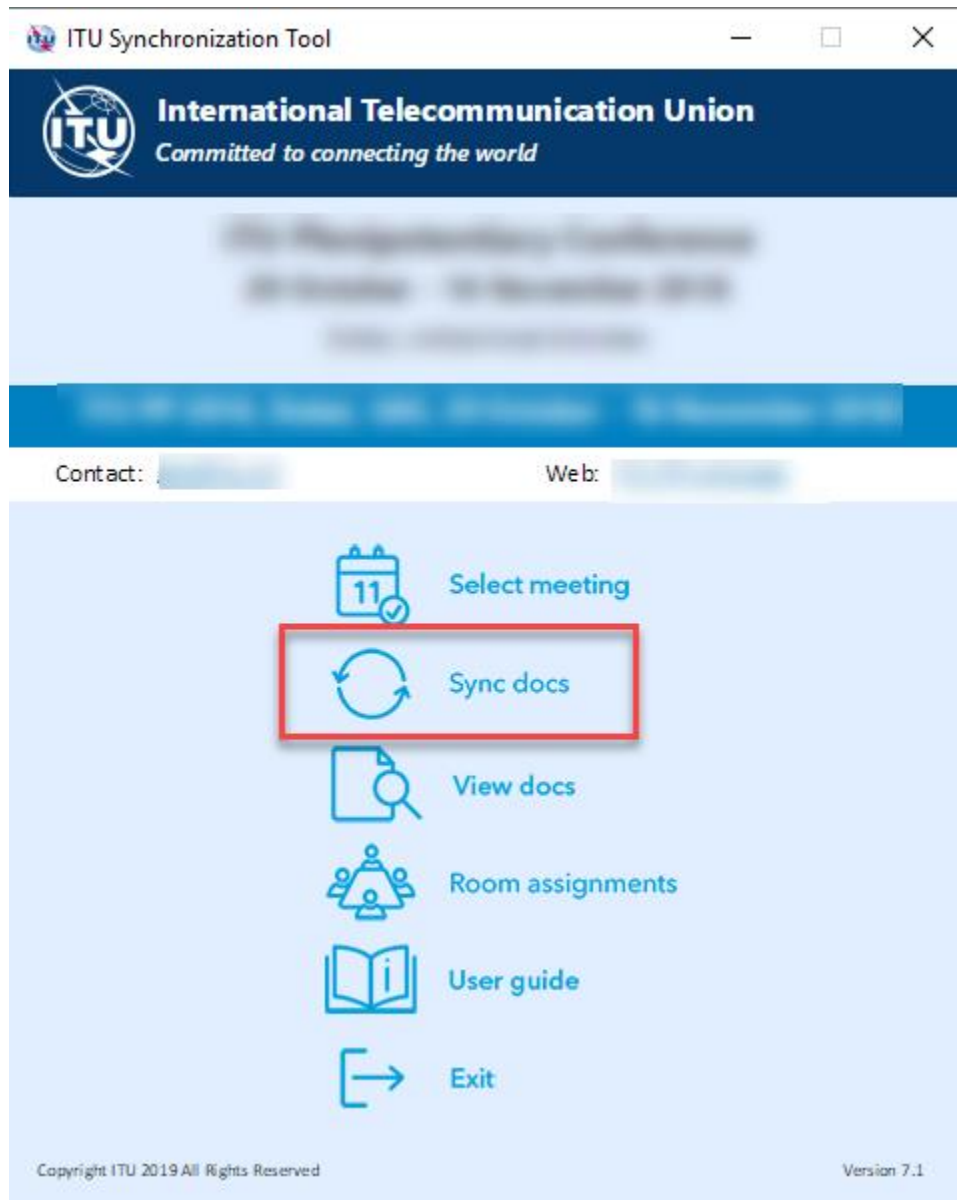
3. Click the button "Save settings and connect". After a successful verification, these settings will be saved and a prompt to synchronize the documents will be shown.

Note:

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

Step 2: Synchronizing ITU Meeting Documents

1. Once the right meeting is selected, select "Sync docs" button



2. Select the language(s) of the documents to be synchronized and click Start button. The selected language will be the default for the succeeding sync.

ITU Synchronization Tool

Select server: ITU Headquarter

Select the language(s) of the documents to be synchronized:

English Chinese Français Multilingual
 Arabic Español Russian

Back to Menu Sync now

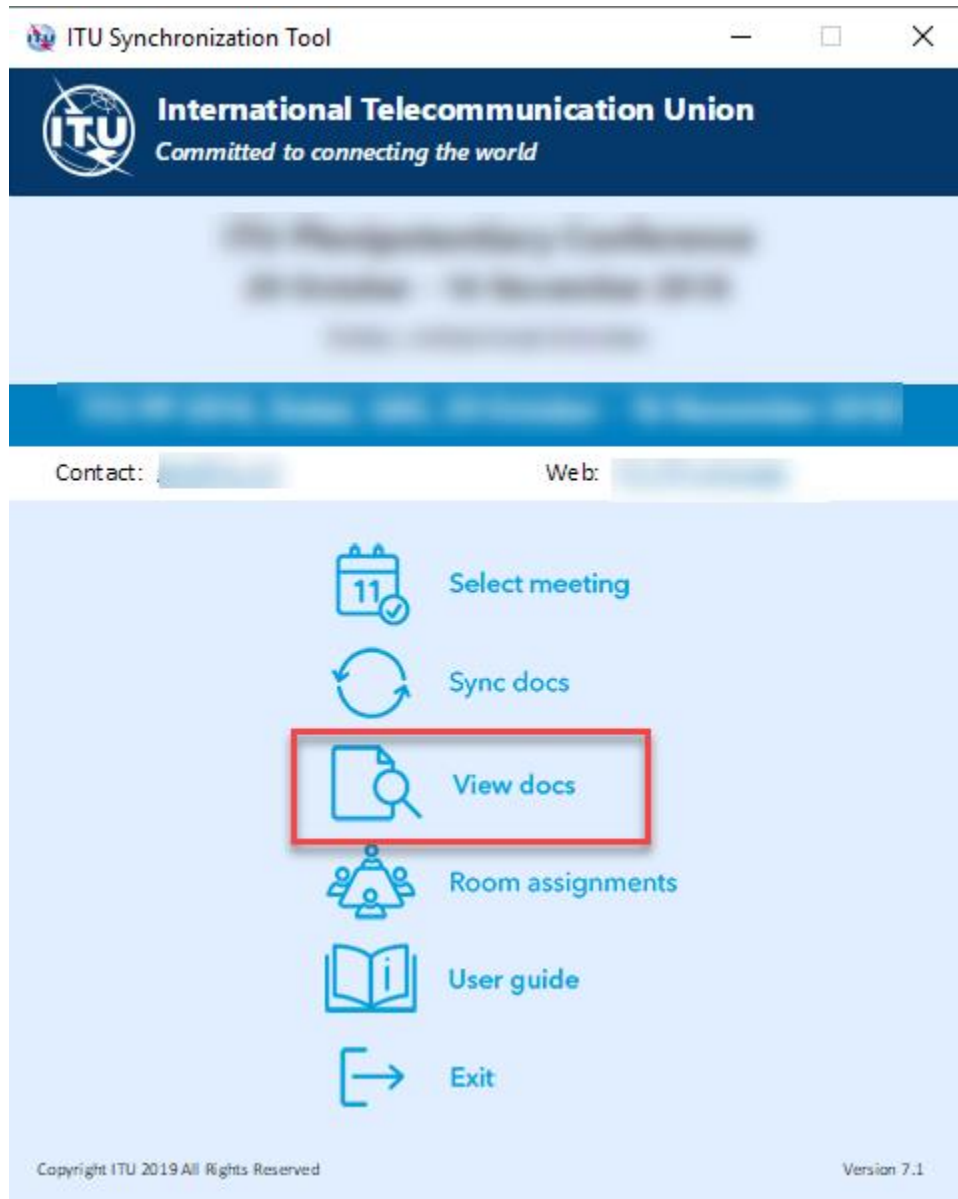
Cancel download

Notes:

- In the initial synchronization, it may take several minutes to download and synchronize all published 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.

Step 3: Accessing ITU Meeting Documents

1. Click on "View docs" to show the Contents page. This page will give you access to the documents that were downloaded and synchronized to your hard drive.



II. SYNC APPLICATION FOR MAC

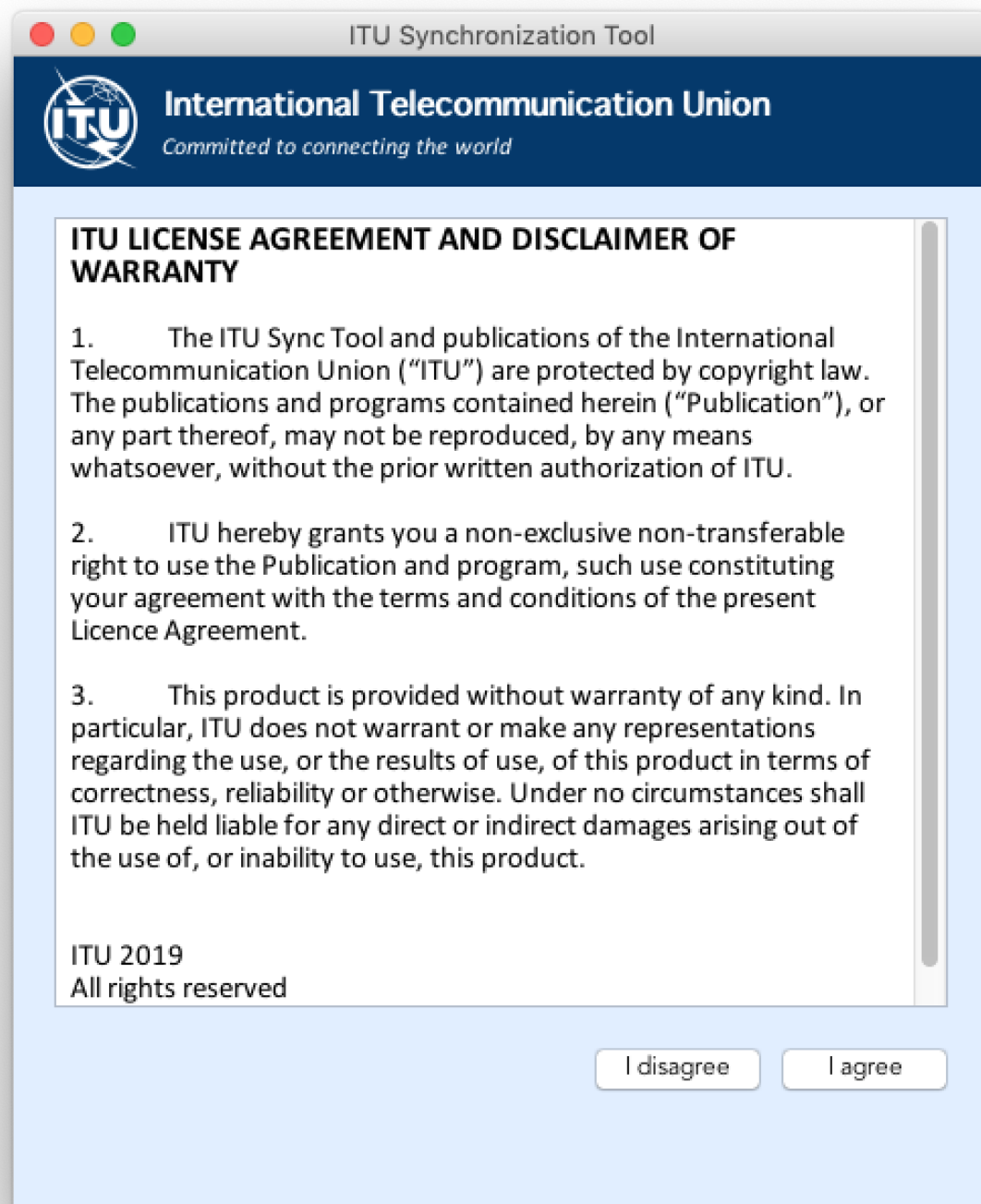
Step 1: Downloading and Starting the ITU Sync Application for Mac

1. Select and download the ITU Sync Application from the ITU event website.
2. Once the Sync Application has been downloaded, run it.

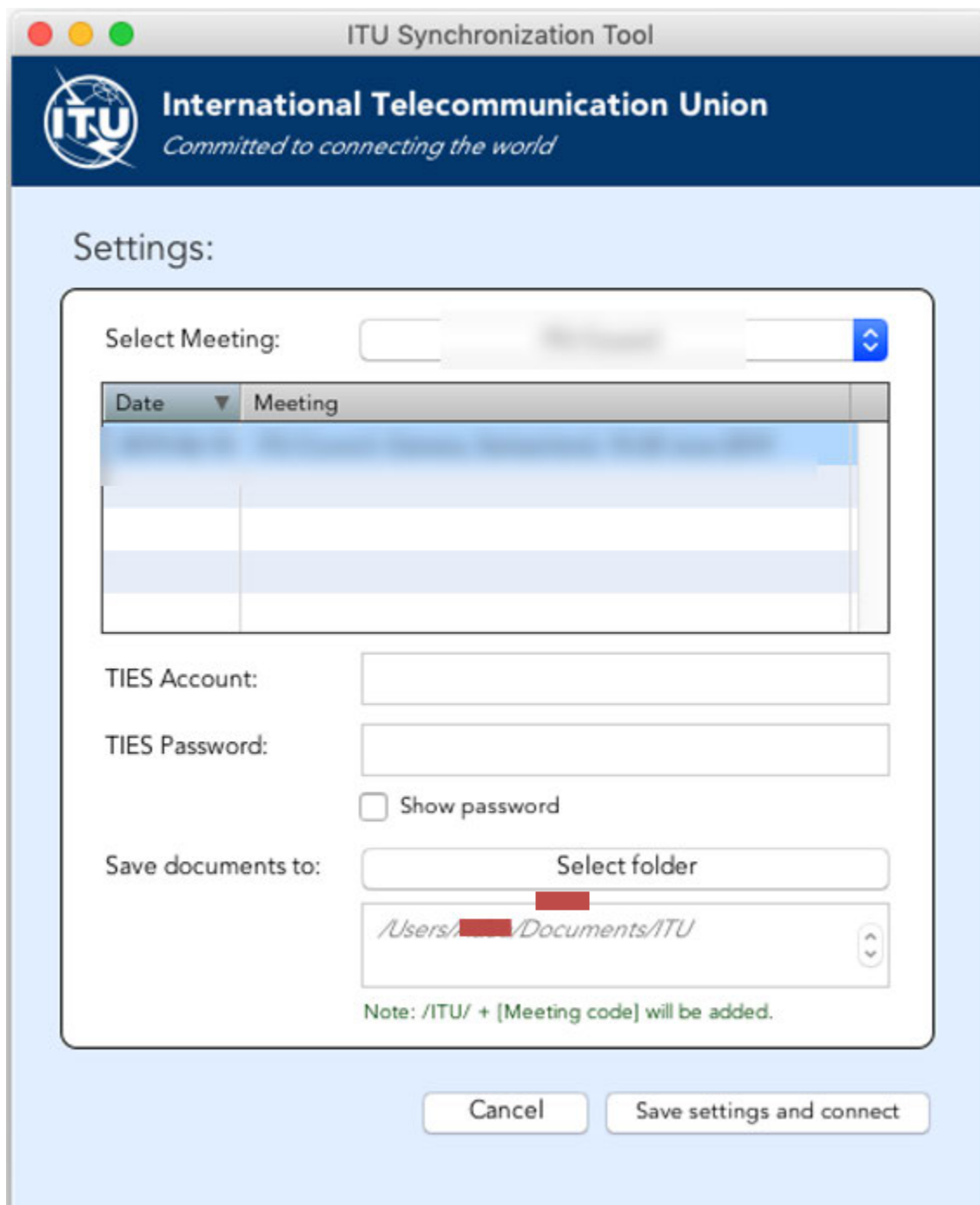


3. To install, drag the ITU Sync icon to Application icon. Then, run the ITU Sync application from your Launchpad/Applications window.

4. Initially, it will show the ITU License Agreement, read and click the button "I agree".

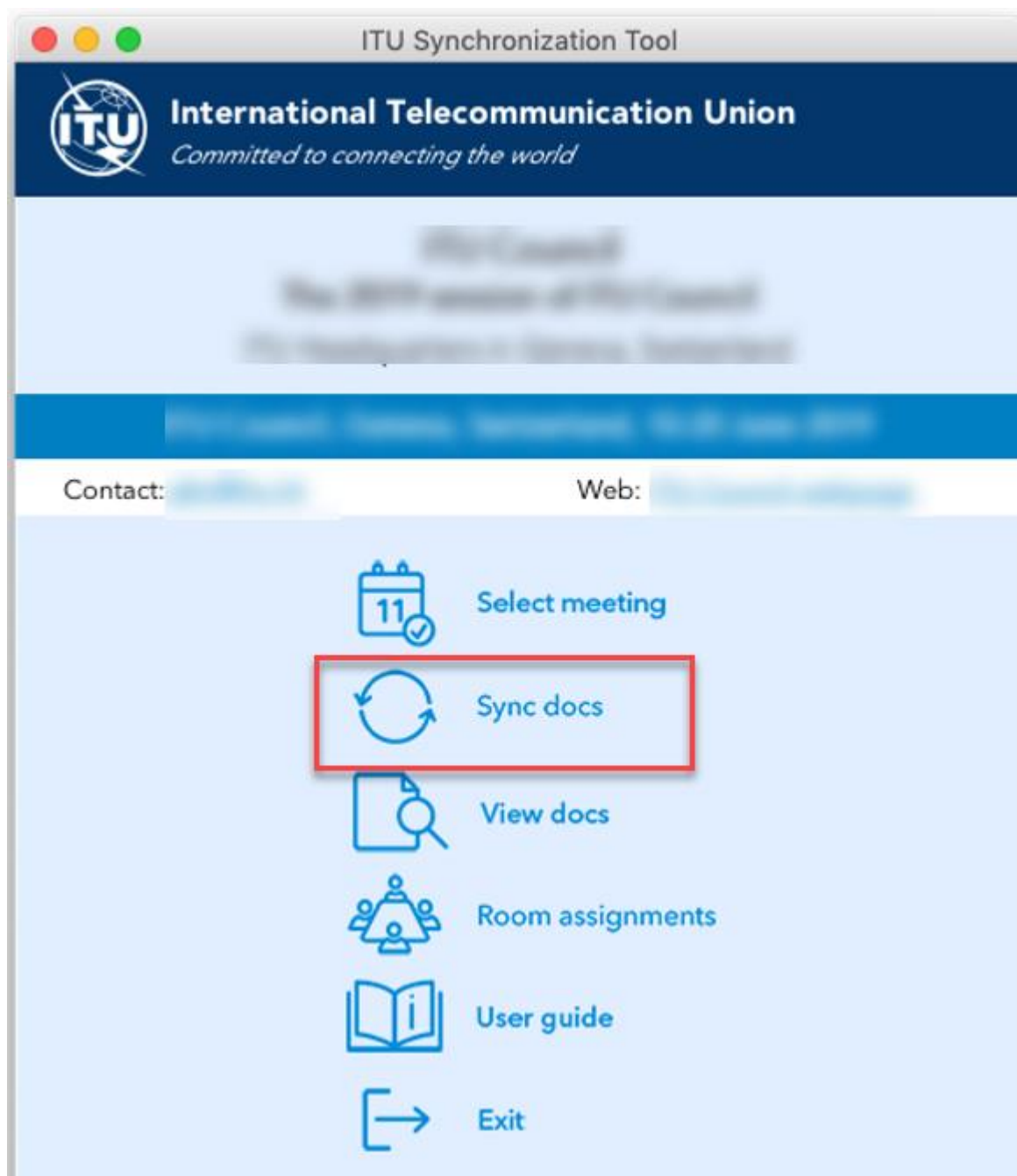


5. Then, on the next window, it will ask to download the new list of ITU meetings, click Yes. Then select ITU meeting on the list. Enter your TIES account and choose the default folder where you would like to save the documents to.
6. Click the button "Save settings and connect". After a successful verification, these settings will be saved and followed by a prompt to synchronize the documents.

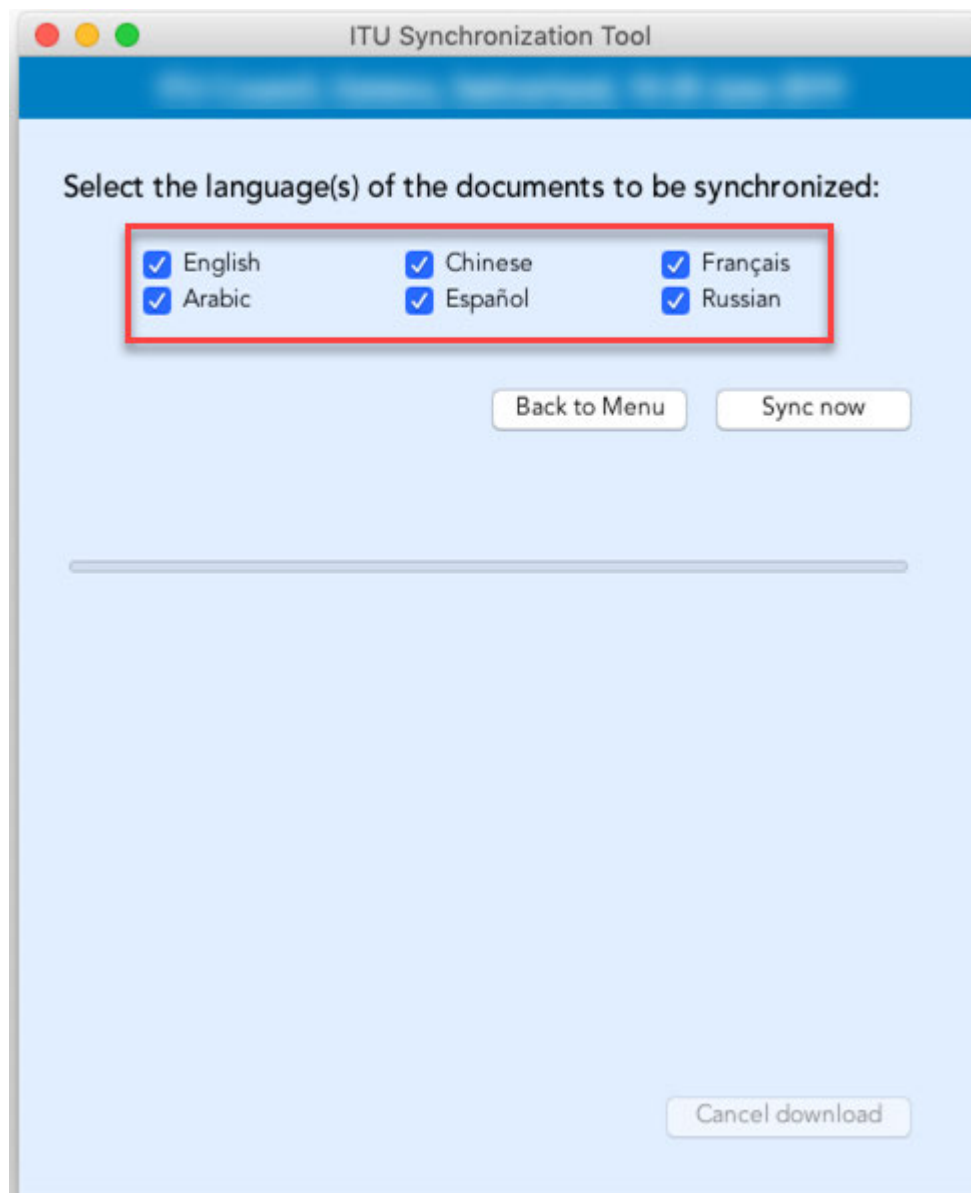


Step 2: Synchronizing (downloading) ITU documents

1. To synchronize, click the second button "Sync docs" from the menu.



2. Select the languages to synchronize, then click "Sync now" button to start the synchronization.

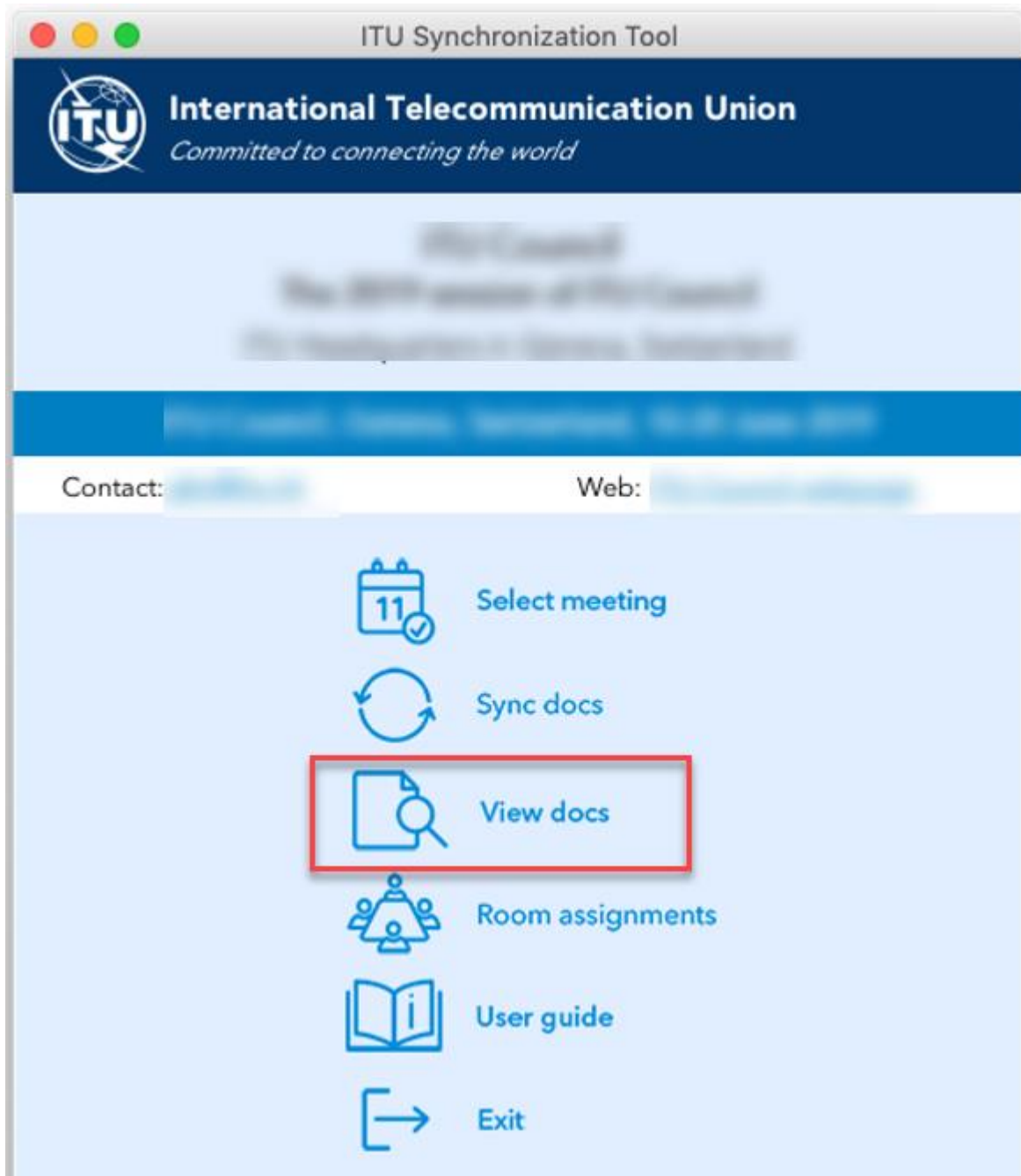


Notes:

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 Service Desk.

Step 3: Accessing ITU Meeting Documents

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



Troubleshooting

Notes:

- In case the Synchronize tool is not running or syncing, try to run it as Administrator (command: right-click on the program and select "Run as Administrator").
- ITU Sync tool doesn't run when connected to a Proxy server.

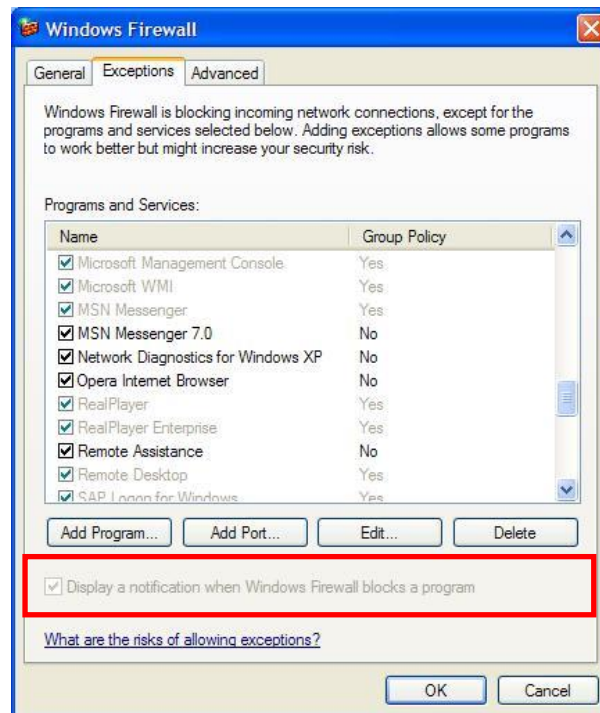
Troubleshooting on Windows: First-time use

1. This window may appear while you use the program. Click on the "Allow access" button to continue. Synchronization is then resumed.



If synchronization of documents does not start

2. Go to "Control Panel".
3. Run Windows Firewall.
4. Select the "Exception" tab and enable "Display notification when Windows Firewall blocks a program".



5. Click the "OK" button to close.
6. Run "Synchronize Documents" from the menu.
7. 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.



8. 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 application program. For this reason, the antivirus or internet security programs need to allow autorun.exe, as indicated below, to be run:

For Windows 7/10:

- 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 Service Desk:

Room: V 29 (Varembé building)

Phone: +41 22 730 6666

Fax: +41 22 730 5337

Internet e-mail: servicedesk@itu.int