



International Telecommunication Union
ITU Telecommunication Development Sector

Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for the Americas Sync Application User Guide

The RPM-AMS 2013 Sync Application* allows you to synchronize RPM-AMS 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 Sync Application works in Windows® XP/Vista/7/8.

** RPM-AMS 2013 meeting documents include: Contributions, Reports, Administration, Information and Temporary Documents.

Step 1: Starting the RPM-AMS 2013 Sync Application


Download from ITU Website:

1. Download the RPM-AMS 2013 Sync Application (ITU-D RPM-AMS 2013-08 Sync.exe), from the RPM-AMS 2013 homepage, to your Windows Desktop.
<http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/RPM-AMS/Pages/default.aspx>
2. Once downloaded, execute it, the initial screen will show the ITU License Agreement, click I Agree button. Then, a window to set where to save the documents and if you want to create a shortcut in Program Menu. Then, click Save settings and connect.

Notes:

- *It is recommended that you save the RPM-AMS 2013 Sync Application (ITU-D RPM-AMS 2013-08 Sync.exe) into your Windows Desktop for easy access.*
- *The Settings window will only be displayed when you run the application 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.*

Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for the Americas



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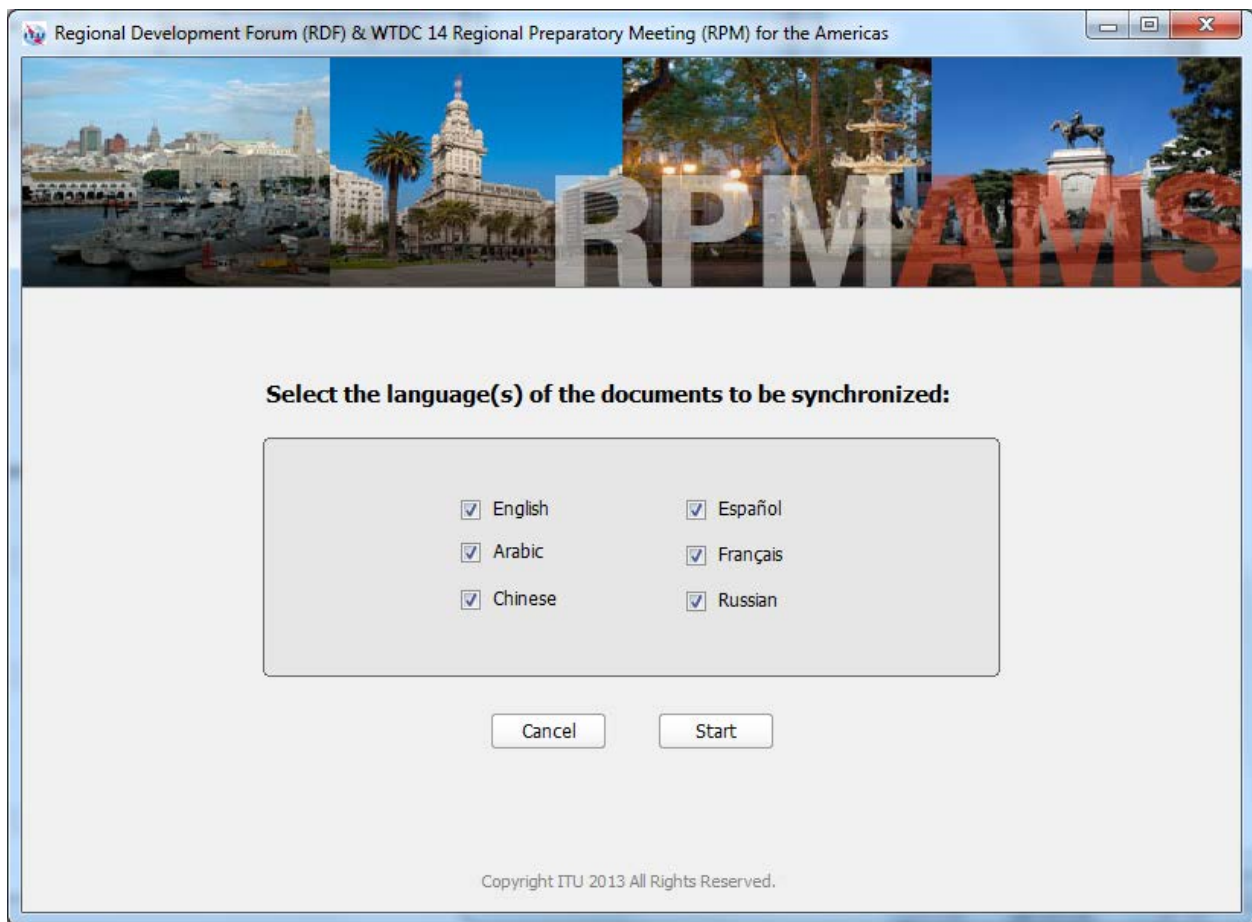
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Step 2: Synchronizing RPM-AMS 2013 Meeting Documents

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 begin. 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.*

Step 3: Accessing RPM-AMS 2013 Meeting Documents

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.

The screenshot shows a web browser window displaying the ITU website for the Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for the Americas. The page features the ITU logo and a header with the text "Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for the Americas". Below the header, there is a navigation bar with the text "ITU Telecommunication Development Sector" and buttons for "View Sync History" and "Main Menu". The main content area is titled "Regional Development Forum & WTDC 14 Regional Preparatory Meeting for the Americas" and contains the following information:

The **World Telecommunication Development Conference 2014 (WTDC 2014) Regional Preparatory Meeting for the Americas (RPM AMS)** will take place from 20 to 22 August in Montevideo, Uruguay. RPM AMS will be preceded by the **Regional Development Forum (RDF)** for the Americas on 19 August. Both events are hosted by the **Government of Uruguay**.

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Web: www.radisson.com/montevideouy

On the right side of the main content area, there is a large image of a cityscape with the text "RPM AMS" overlaid. Below the image, there is a list of links:

- [Contributions](#)
- [Administrative Documents](#)
- [Information Documents](#)
- [Temporary Documents](#)
- [Reports](#)

At the bottom of the page, there is a footer with the text: "Top - [Feedback](#) - [Contact Us](#) - Copyright © ITU 2013 All Rights Reserved Contact for this page : [BDT mail](#)".

Troubleshooting

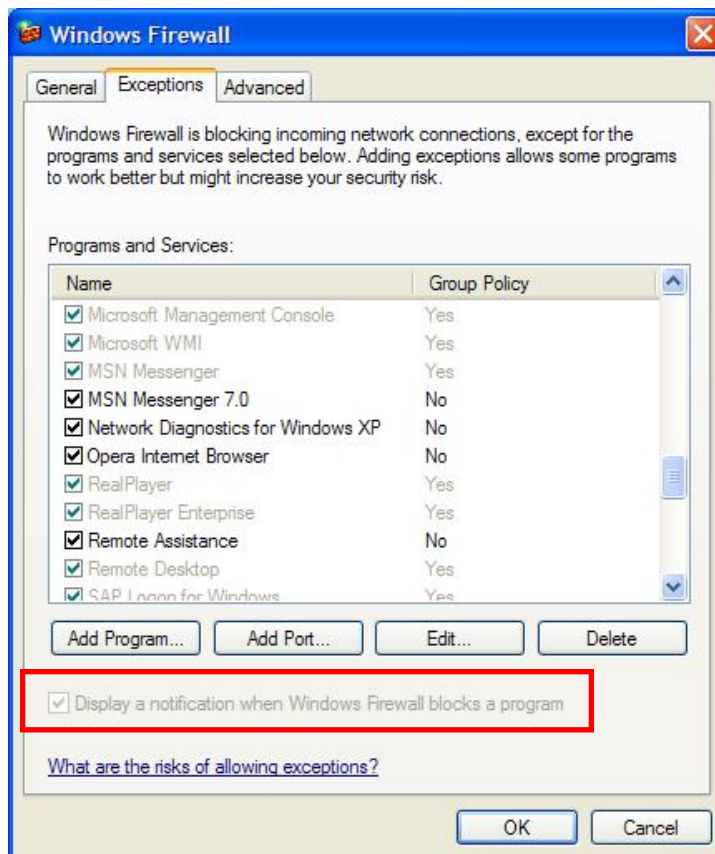
Troubleshooting: First-time use

1. This window may appear the first time you use the program. Click on the "Unblock" button to continue. Synchronization is then launched. The application 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 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:

- 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:

Room: V 29 (Varembé building)

Phone: +41 22 730 6666

Fax: +41 22 730 5337

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