



International Telecommunication Union
ITU Telecommunication Development Sector

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

The RPM-EUR 2013 Sync Application* allows you to synchronize RPM-EUR 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-EUR 2013 meeting documents include: Contributions, Reports, Administration, Information and Temporary Documents.

Step 1: Starting the RPM-EUR 2013 Sync Application

Download from ITU Website:

1. Download the RPM-EUR 2013 Sync Application (ITU-D RPM-EUR 2013-11 Sync.exe), from the RPM-EUR 2013 homepage, to your Windows Desktop.

<http://www.itu.int/en/ITU-D/Conferences/WTDC/WTDC14/RPM-EUR/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-EUR 2013 Sync Application (ITU-D RPM-EUR 2013-11 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.*



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Step 2: Synchronizing RPM-EUR 2013 Meeting Documents

1. From the Menu below, click the first button, "Synchronize Meeting Documents".



The screenshot shows a web application window titled "Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for Europe". The window features a header image with a collage of night-time cityscapes and the text "RPM-EUR". Below the header, the title "Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for Europe" is displayed. The main content area is divided into two sections: a text block on the left and a button menu on the right. The text block provides information about the events, including dates and location, and includes a link to the website. The button menu contains five options: "Synchronize Meeting Documents (Internet connection is required)", "Access Meeting Documents", "User Guide", "Settings", and "Exit". The window also includes a copyright notice at the bottom: "Copyright ITU 2013 All Rights Reserved."

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

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

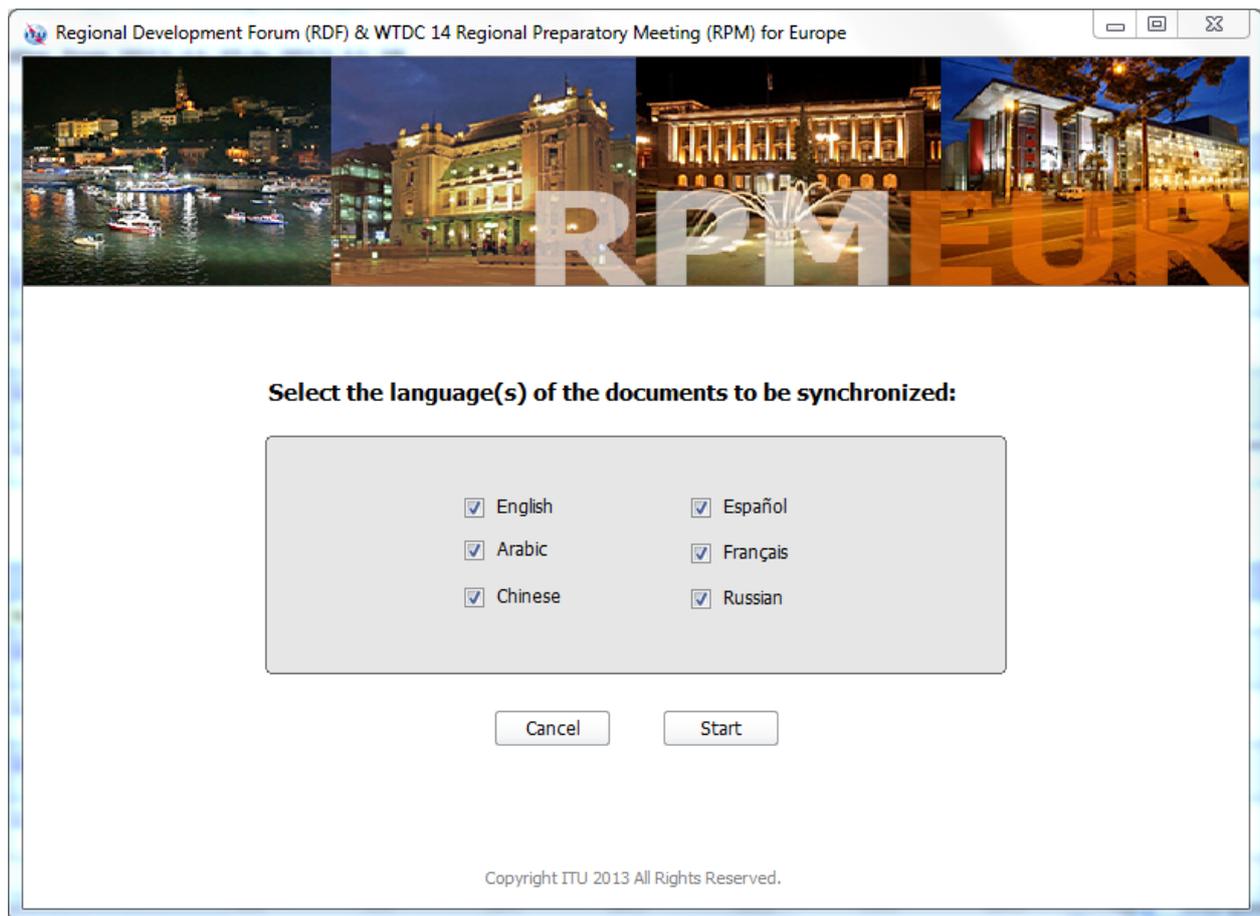
The **World Telecommunication Development Conference 2014 (WTDC 2014) Regional Preparatory Meeting for Europe (RPM EUR)** will take place from 26 to 28 November in Belgrade, Serbia. RPM EUR will be preceded by the **Regional Development Forum (RDF)** for EUR countries on 25 November. Both events are hosted by the **Government of Serbia**.

Web: [RPM for the Europe](#)

- Synchronize Meeting Documents (Internet connection is required)
- Access Meeting Documents
- User Guide
- Settings
- Exit

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2. Select the language(s) of the documents to synchronize.



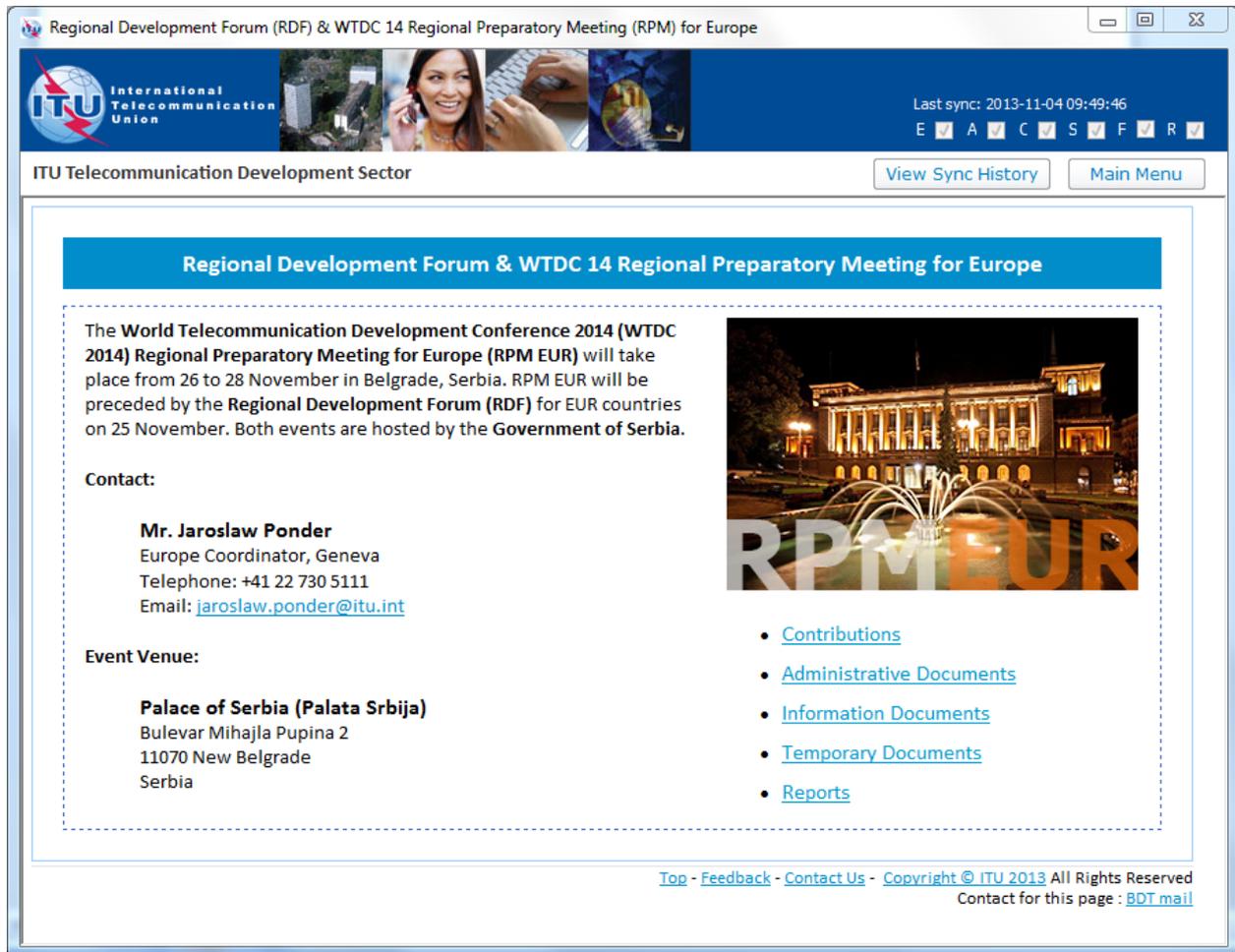
3. Then click Start and the synchronization will begin. A synchronize window will appear; wait until it completes and disappears, then you may access the documents.

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-EUR 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.



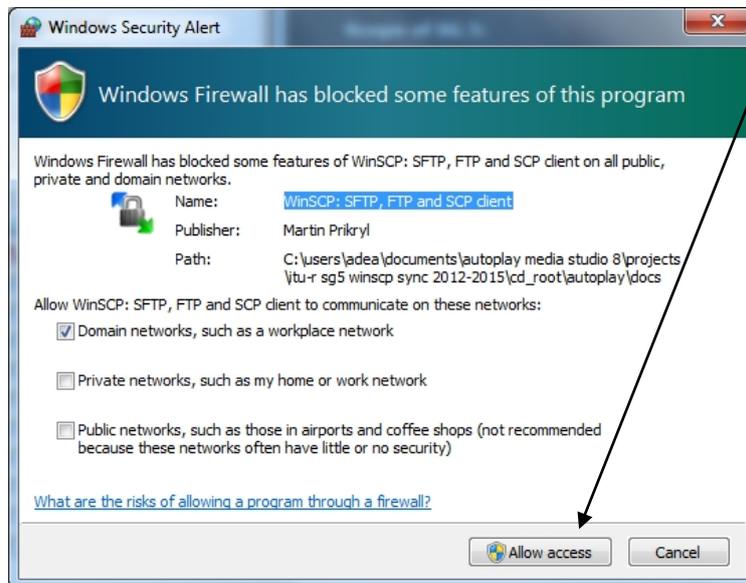
The screenshot shows a web browser window with the following content:

- Page Title:** Regional Development Forum (RDF) & WTDC 14 Regional Preparatory Meeting (RPM) for Europe
- Header:** ITU International Telecommunication Union logo on the left. On the right, it says "Last sync: 2013-11-04 09:49:46" and has a menu with options: E, A, C, S, F, R.
- Navigation:** "ITU Telecommunication Development Sector" on the left, and "View Sync History" and "Main Menu" buttons on the right.
- Main Content Area:**
 - Section Header:** Regional Development Forum & WTDC 14 Regional Preparatory Meeting for Europe
 - Text:** "The World Telecommunication Development Conference 2014 (WTDC 2014) Regional Preparatory Meeting for Europe (RPM EUR) will take place from 26 to 28 November in Belgrade, Serbia. RPM EUR will be preceded by the Regional Development Forum (RDF) for EUR countries on 25 November. Both events are hosted by the Government of Serbia."
 - Contact:**
 - Mr. Jaroslaw Ponder**
Europe Coordinator, Geneva
Telephone: +41 22 730 5111
Email: jaroslaw.ponder@itu.int
 - Event Venue:**
 - Palace of Serbia (Palata Srbija)**
Bulevar Mihajla Pupina 2
11070 New Belgrade
Serbia
 - Image:** A photograph of the Palace of Serbia at night with a fountain in the foreground. The text "RPM EUR" is overlaid on the image.
 - Links:**
 - [Contributions](#)
 - [Administrative Documents](#)
 - [Information Documents](#)
 - [Temporary Documents](#)
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- Footer:** [Top](#) - [Feedback](#) - [Contact Us](#) - [Copyright © ITU 2013](#) All Rights Reserved
Contact for this page : [BDT mail](#)

Troubleshooting

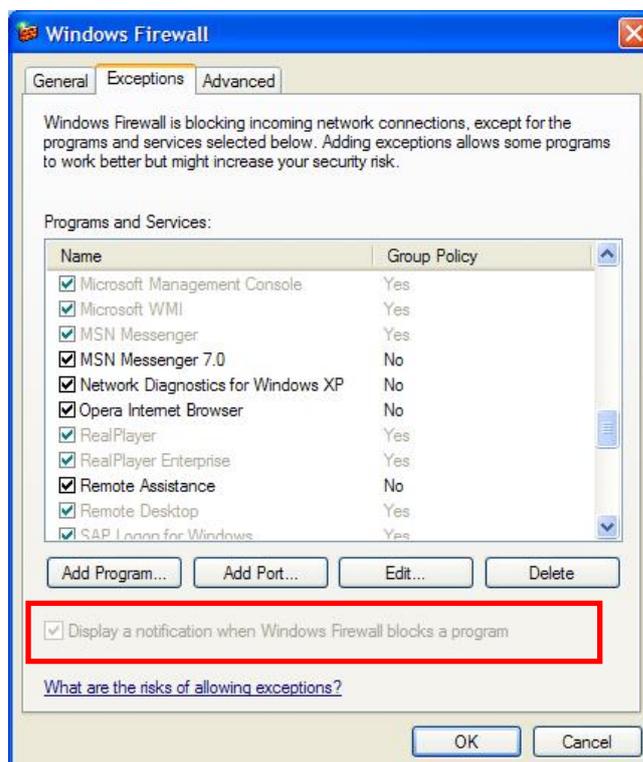
Troubleshooting: First-time use

1. This window may appear 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:

- 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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