



**International Telecommunication Union**  
**Telecommunication Development Sector (ITU-D)**

**Meeting of ITU-D Study Groups 1 and 2**  
**User Guide to synchronize documents**

The ITU-D SG1 and 2 Sync Application\* allows you to synchronize Study Groups 1 and 2 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/7/8/10 and MAC (separately)

\*\*SG1 and 2 and related Rapporteur's Group Meeting published documents consist of: Agenda, Contributions, Temporary Documents, Information Documents and Reports.

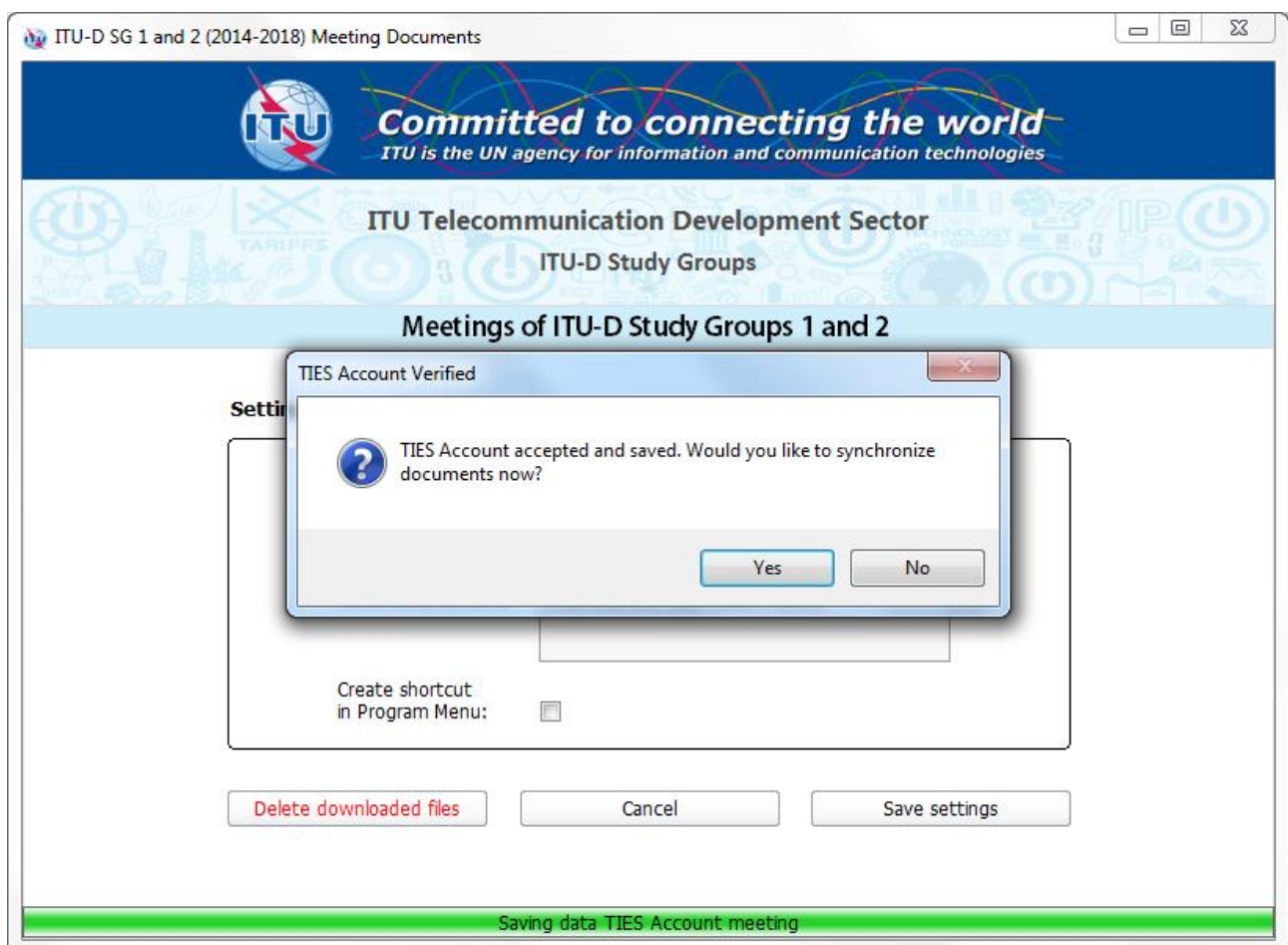
**I. SYNCHRONIZE TOOL FOR WINDOWS**

**Step 1: Downloading and Starting the ITU-D SG Sync Application**

1. Download the ITU-D SG Sync Application [ITUD-SG1-2 Sync 2014-2018.exe] shown below to your Windows Desktop:  
<http://www.itu.int/en/ITU-D/Study-Groups/2014-2018/Pages/delegate-resources/synchronization-application.aspx>
2. Once the Sync Application has been downloaded to your Desktop, run the application, accept the ITU License Agreement, enter your TIES account and choose the path where you would like to save the documents to.



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

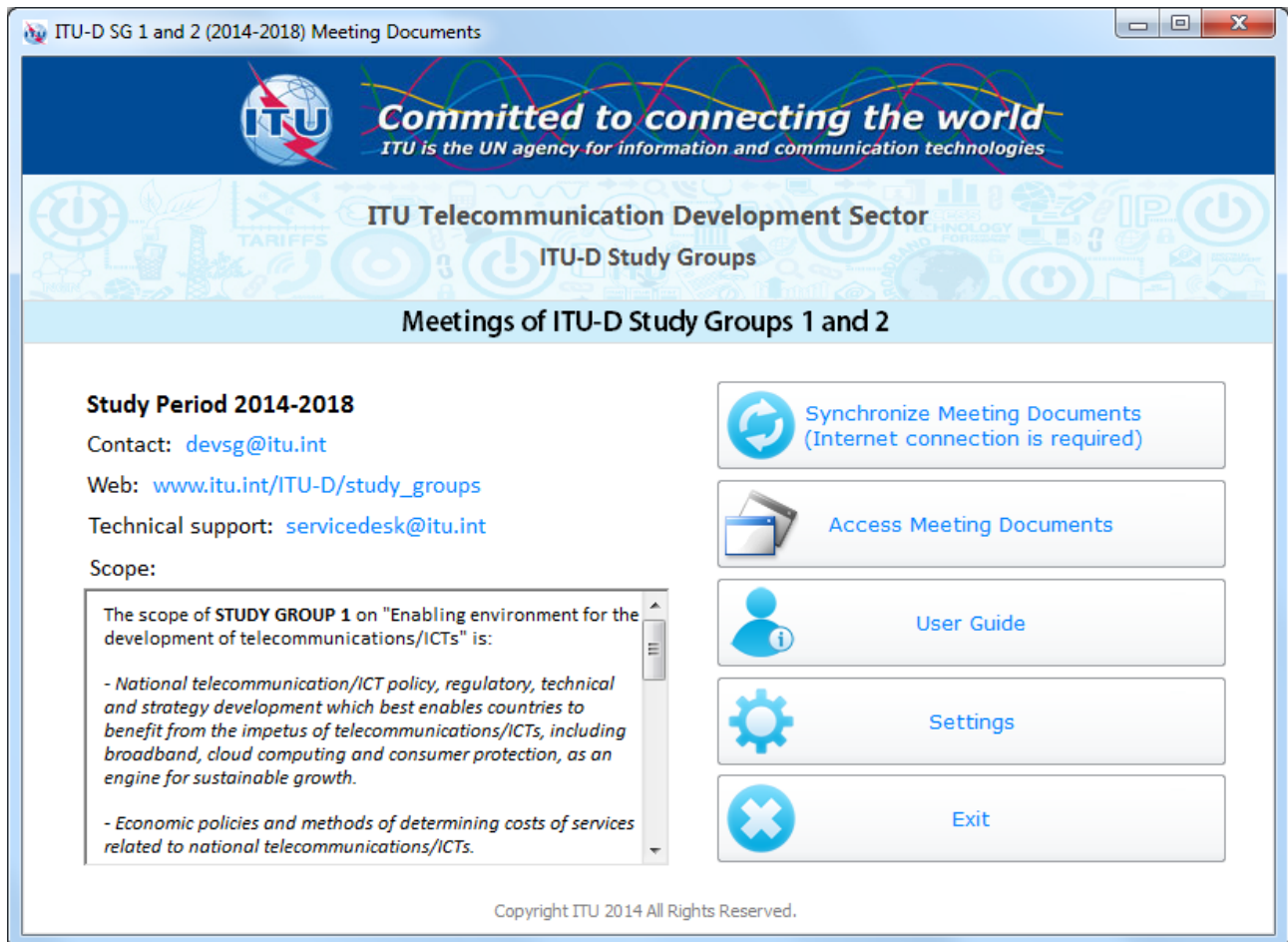


**Notes:**

- *The Settings window will only be displayed when you run the application for the first time. If you would like to change the settings, just click on the "Settings" button from the main menu.*
- *It is recommended that you save the Sync Application [ITUD-SG1-2 Sync 2014-2018.exe] into your Windows Desktop for easy access.*
- *If you would like to delete all previously downloaded files, click on the "Delete downloaded files" button.*

## Step 2: Synchronizing (downloading) ITU-D SG/RGQ Documents

1. To synchronize, click on the first button, "Synchronize Meeting Documents".



2. Select SG Meeting(s) and/or RGQ(s) to synchronize and then click Start.

3. Then synchronization will be launched. A synchronize window will appear, wait until it completes and disappears, then you may access the documents.

```

meeting@confsynch.itu.int - WinSCP
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq12.3.1' <= Remote '/d/md/10/rgq1
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq12.3.1\inf' <= Remote '/d/md/10/
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq12.3.1\r' <= Remote '/d/md/10/rg
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq12.3.1\td' <= Remote '/d/md/10/r
Error listing directory '/d/md/10/rgq12.3.1/td'.
Could not retrieve directory listing
The system cannot find the path specified.
(A)bort, (R)etry, (S)kip: Skip
Nothing to synchronize.
Comparing...
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq12.3.1\c' <= Remote '/d/md/10/rg
Synchronizing...
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq12.3.1\c' <= Remote '/d/md/10/rg
D10-RGQ12.3.1-C-0006-E.ht : 6 KiB : 22.9 KiB/s : ascii : 100%
D10-RGQ12.3.1-C-0012-E.ht : 6 KiB : 24.6 KiB/s : ascii : 100%
D10-RGQ12.3.1-C-0015-E.ht : 10 KiB : 31.1 KiB/s : ascii : 100%
D10-RGQ12.3.1-C-0018-E.ht : 6 KiB : 29.8 KiB/s : ascii : 100%
D10-RGQ12.3.1-C-E.htm : 16 KiB : 37.8 KiB/s : ascii : 100%
Comparing...
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq18.2.1' <= Remote '/d/md/10/rgq1
Local 'C:\ITU\ITU-D SG1-2\2010-2014\docs-dms\rgq18.2.1\inf' <= Remote '/d/md/10/
rgq18.2.1\inf'

```

**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 Meeting Documents" button.

### Step 3: Accessing ITU-D SG 1 and 2 Meeting Documents

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

The screenshot shows a web application window titled "ITU-D SG 1 and 2 (2014-2018) Meeting Documents". The header features the ITU logo and the text "International Telecommunication Union". Below the header, there is a navigation bar with the text "ITU Telecommunication Development Sector" and two buttons: "View Sync History" and "Main Menu". The main content area is titled "Meetings of ITU-D Study Groups 1 and 2 (Study Period 2014-2018)" and includes contact information: "Contact: [devsg@itu.int](mailto:devsg@itu.int) | Web: [ITU-D SG webpage](#)".

Below the title, there is a section titled "Common Documents for Study Groups 1 and 2:" with a list of links:

- [Circulars](#)
- [Template for the submission of contributions](#)
- [Types of ITU-D Study Group documents](#)
- [List of Questions under study](#)

Below this list, there are two columns of links for "Study Group 1 meeting documents" and "Study Group 2 meeting documents":

Study Group 1 meeting documents	Study Group 2 meeting documents
<ul style="list-style-type: none"><li>• <a href="#">Agendas</a></li><li>• <a href="#">Contributions</a></li><li>• <a href="#">Information Documents</a></li><li>• <a href="#">Administrative Documents</a></li><li>• <a href="#">Meeting Reports</a></li><li>• <a href="#">Work Plans</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Agendas</a></li><li>• <a href="#">Contributions</a></li><li>• <a href="#">Information Documents</a></li><li>• <a href="#">Administrative Documents</a></li><li>• <a href="#">Meeting Reports</a></li><li>• <a href="#">Work Plans</a></li></ul>

At the bottom of the page, there is a footer with the text: "Top - [Feedback](#) - [Contact Us](#) - [Copyright © ITU 2014](#) All Rights Reserved. Contact for this page : [BDT](#)".



## II. SYNCHRONIZE TOOL FOR MAC

### Step 1: Downloading and Starting the ITU-D SG Sync Application for Mac

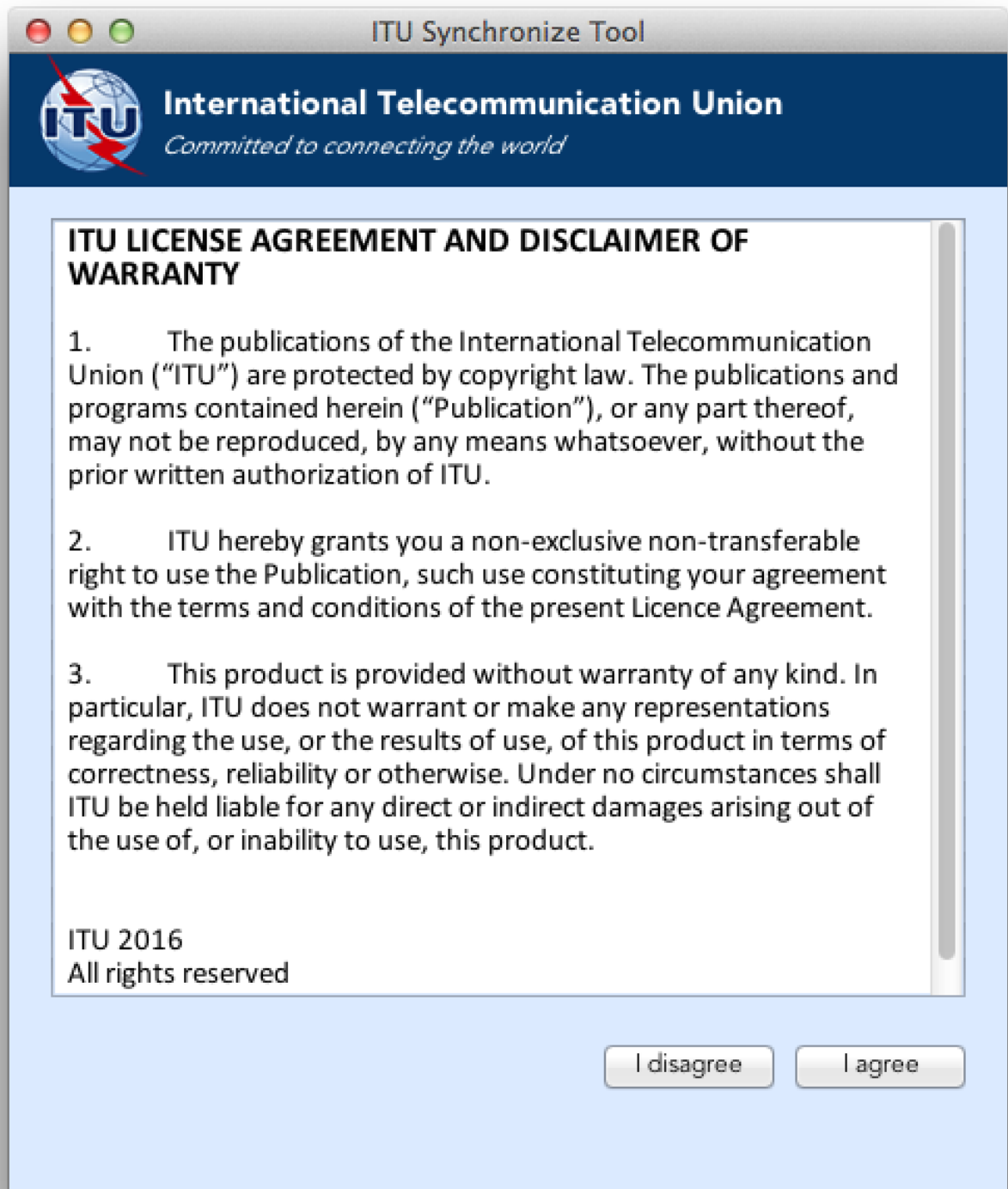
1. Download the ITU-D SG Sync Application [itud-sg-sync-2016-mac.zip] from ITU ITU-D SG page:

<http://www.itu.int/en/ITU-D/Study-Groups/2014-2018/Pages/delegate-resources/synchronization-application.aspx>

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



3. Drag the ITU-D SG Sync icon to Application icon to install. 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".



## ITU LICENSE AGREEMENT AND DISCLAIMER OF WARRANTY

1. The publications of the International Telecommunication Union ("ITU") are protected by copyright law. The publications and programs contained herein ("Publication"), or any part thereof, may not be reproduced, by any means whatsoever, without the prior written authorization of ITU.
2. ITU hereby grants you a non-exclusive non-transferable right to use the Publication, such use constituting your agreement with the terms and conditions of the present Licence Agreement.
3. This product is provided without warranty of any kind. In particular, ITU does not warrant or make any representations regarding the use, or the results of use, of this product in terms of correctness, reliability or otherwise. Under no circumstances shall ITU be held liable for any direct or indirect damages arising out of the use of, or inability to use, this product.

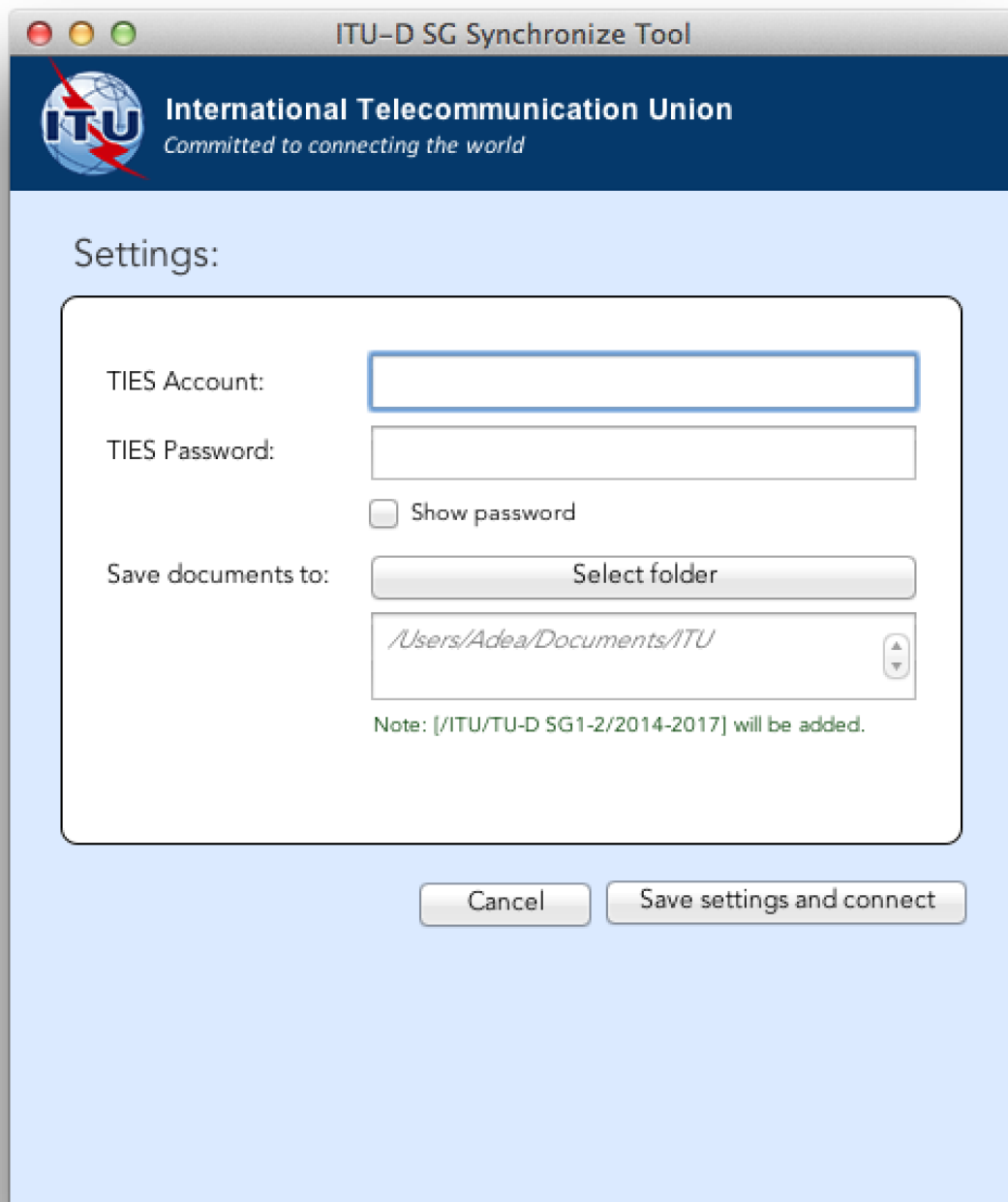
ITU 2016  
All rights reserved

I disagree

I agree



5. Then, on the next window, enter your TIES account and choose the default folder where you would like to save the documents to.



The screenshot shows a macOS-style window titled "ITU-D SG Synchronize Tool". The header bar is dark blue with the ITU logo and the text "International Telecommunication Union" and "Committed to connecting the world". The main content area is light blue and titled "Settings:". Inside this area is a white rounded rectangle containing the following fields and controls:

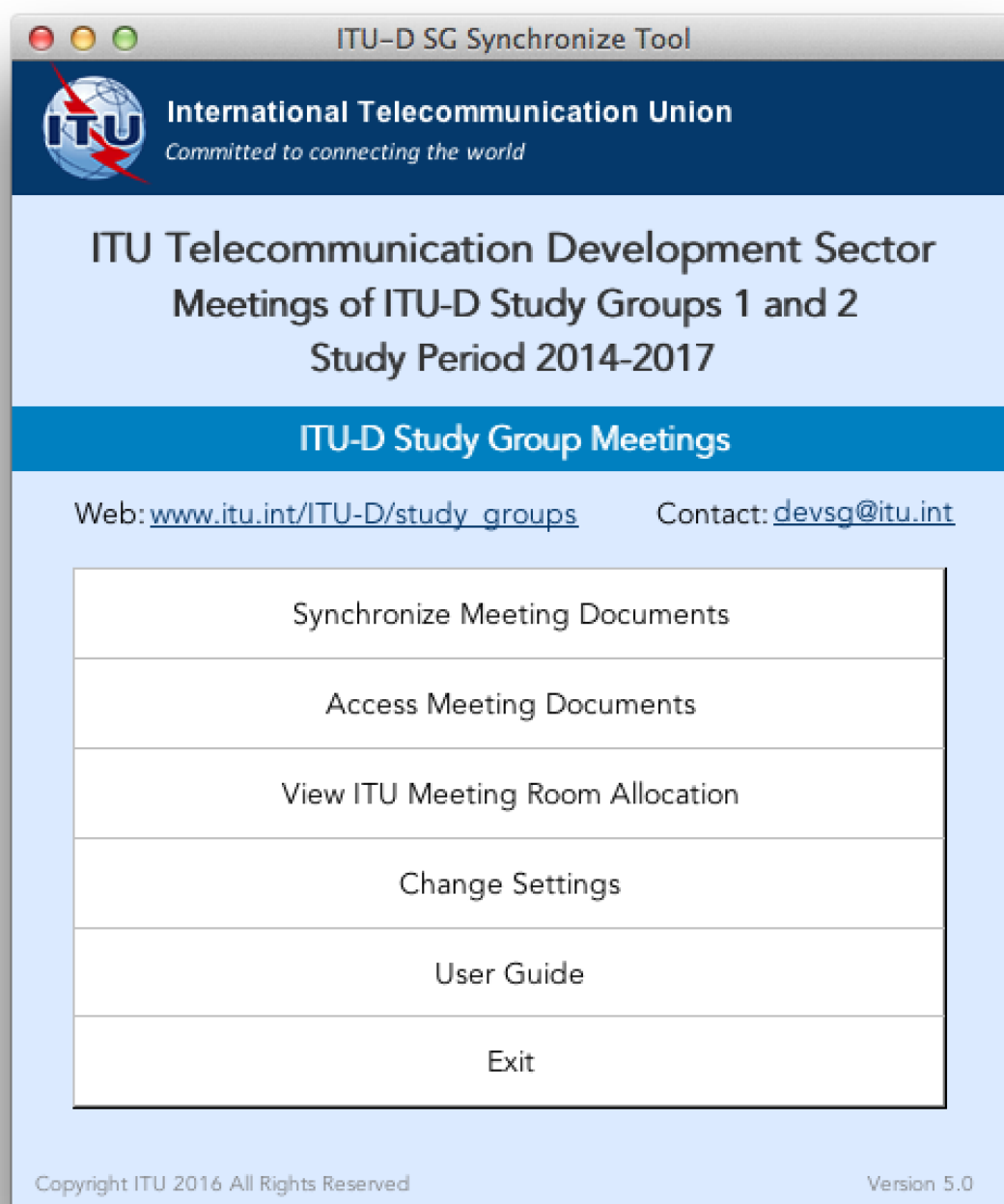
- TIES Account:** A text input field.
- TIES Password:** A text input field.
- ☐ **Show password**
- Save documents to:** A button labeled "Select folder" and a text field below it containing the path `/Users/Adea/Documents/ITU` with up and down arrow icons on the right.
- Note:** A green text line stating "[ITU/TU-D SG1-2/2014-2017] will be added."

At the bottom of the window are two buttons: "Cancel" and "Save settings and connect".

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-D SG/RGQ Documents

1. To synchronize, click the first button "Synchronize Meeting Documents" from the menu.



2. Select ITU-D SG and/or RGQ Meetings and languages to synchronize, then click "Sync now" button to start the synchronization.

ITU-D SG Synchronize Tool

Select ITU-D Meetings to synchronize:

ITU-D SG Meetings: Select ITU-D SG 1 Meeting  
Select ITU-D SG 2 Meeting

ITU-D RGQ Meetings: Select ITU-D RGQ 1 Meeting  
Select ITU-D RGQ 2 Meeting

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

☒ English ☒ Chinese ☒ Français  
☒ Arabic ☒ Español ☒ Russian

Back to Menu Sync now

No.▼	Filename	Size	Status

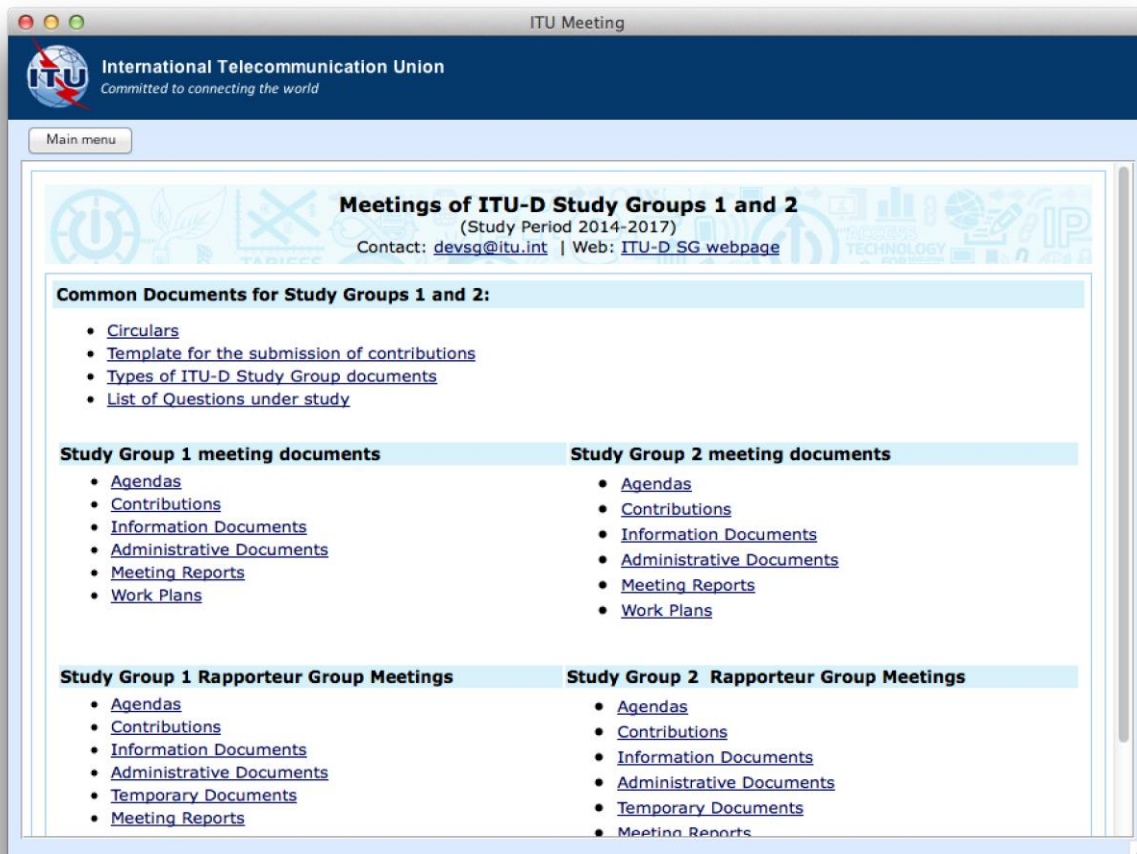
Cancel download

**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 ITU-D SG Meeting Documents and viewing Room allocation

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.



2. To verify the schedule and location of the meetings, click “View ITU Meetings Room Allocation” button from the menu.

View ITU Meeting Room Allocation \*

 **International Telecommunication Union**  
*Committed to connecting the world*

**ITU Meeting Room Allocation**      Sector: ☒ All ☐ ITU-D ☐ ITU-R ☐ ITU-T ☐ SG      [Menu](#)

Sector	Meeting	Date	Time	Building	Room
ITU-T	Q13/15 - Synchronization and time distribution	2016-02-23	08:30 - 10:45	Montbrillant	H1
ITU-T	ITU-T - Delegate Registration	2016-02-23	08:30 - 12:00	Montbrillant	0
SG	SG - Delegates Registration	2016-02-23	08:30 - 12:00	Montbrillant	0
ITU-T	Q2/15 - Optical access	2016-02-23	09:30 - 10:45	Tower	A
ITU-T	Q4/15 - Broadband over metallic conductors	2016-02-23	09:30 - 10:45	Montbrillant	H2
ITU-T	WP1/3	2016-02-23	09:30 - 11:15	CICG	3
ITU-T	Q7/15 - Optical components and subsystems	2016-02-23	09:30 - 12:30	Tower	C 1
ITU-T	Q9/15 - Network protection/restoration	2016-02-23	09:30 - 12:30	Varembj	G1
ITU-T	Q15/15 - Communications for Smart Grid	2016-02-23	09:30 - 12:30	Varembj	G2
ITU-T	Q3/15 - OTN coordination	2016-02-23	09:30 - 12:30	Varembj	G3
ITU-T	Q11/15 - Signal structures and interfaces	2016-02-23	09:30 - 12:30	Montbrillant	L1
ITU-T	Q18/15 - Broadband in-premises networking	2016-02-23	09:30 - 12:30	Montbrillant	L2
ITU-T	Q12/15 - Transport network architectures	2016-02-23	09:30 - 12:30	Montbrillant	M1
ITU-T	Q14/15 - Management for transport and equipment	2016-02-23	09:30 - 12:30	Montbrillant	M2
ITU-T	Q1/15 - Access network coordination	2016-02-23	09:30 - 12:30	Tower	T101

## Troubleshooting

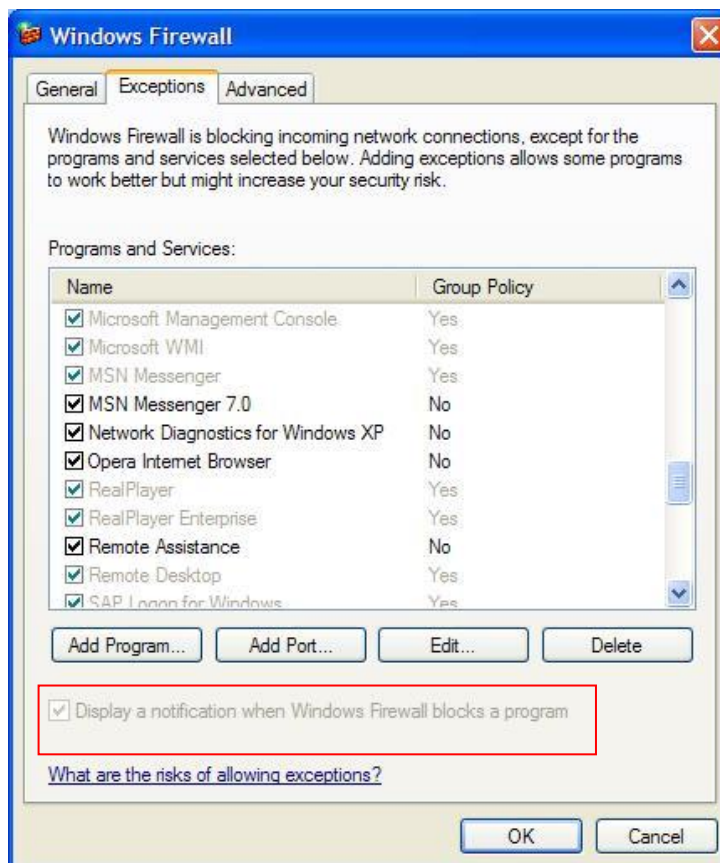
### Troubleshooting: First-time use

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

E-mail: [servicedesk@itu.int](mailto:servicedesk@itu.int)

International Telecommunication Union  
Telecommunication Development Bureau (BDT)  
Place des Nations  
CH-1211 GENEVA 20  
Switzerland

DevSG@itu.int  
[http://www.itu.int/ITU-D/study\\_groups/](http://www.itu.int/ITU-D/study_groups/)