Speed Test in Student Hostels   
(For Android Users)

# A. Purpose

The test is to identify the possible reasons of poor wi-fi performance in student hostels, such as:

* Weak WiFi signal, Slow speed
* Frequent disconnection

# B. Problem report

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| **Personal Contact** | **Details** |
| Date/Time: |  |
| Student Name and Student ID: |  |
| Hostel, Floor and Room Number : |  |
| Label of WiFi Access Point (Take picture of your setup such as in below) |  |
| Connected SSID (CUHK, CUHK1x or eduroam/CSL/Y5ZONE) |  |
| **Shutdown and turn on your computer and follow steps below** | **Expected Screen** |
| 1. Goto Google Play and download Apps:   Office of the Communications Authority (OFCA) - 通訊事務管理局辦公室 |  |
| * Open wifi network   To ensure you are getting the nearest wifi signal, please turn off and again turn on the wifi of your device before carrying out the test. |  |
| 1. Run OFCA apps on mobile   Perform simple speed test | 1. Click “Start”        1. Press “Press to Begin Test” button for start the test. and copy the screen like this. |
| 1. Count the number of wi-fi users in your location if possible |  |

# C. Submit your Problem report

1. Complete and save this file with “Hostel-Name-Wi-Fi-testdate-room-number”
2. Submit it through ITSC Service Desk at <https://servicedesk.itsc.cuhk.edu.hk/>

End