Speed Test in Student Hostels

**(For Windows Users testing Wi-Fi Network)**

# 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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| --- | --- |
| **Fill in your personal information** | **Details** |
| Date/Time: |  |
| Student Name and student Id: |  |
| Hostel, Room and floor number : |  |
| Label of WiFi Access Point (Take picture of your setup such as in below) |  |
| SSID connected (CUHK, CUHK1x or Eduroam/CSL/Y5ZONE): |  |
| **Turn on your computer and follow steps below** | **Expected Screen** |
| 1. Step 1 & 5 are to identify network setting:  * On the search bar, type cmd * Then open “Command Prompt” * When there is a black windows screen opened. Type ipconfig   supposing that the IPV4 is 10.0.x.x | Graphical user interface  Description automatically generated with medium confidence |

|  |  |
| --- | --- |
| 1. Perform simple speed test by visiting  * OFCA link of speed test:   <http://speedtest.ofca.gov.hk>  Please follow the instructions on right and capture the result screen.  Graphical user interface, application, timeline  Description automatically generated | Check speed step:   1. Scroll down until to the bottom      1. Check “I accept and wish to continue”. Then click “Continue” button   Graphical user interface, application  Description automatically generated   1. Press “Press to Begin Test” button for start the test   Graphical user interface, application, timeline  Description automatically generated |
| 1. Count the number of Wi-Fi users if possible | The number of Wi-Fi in the same location |

**C. Submit your Problem report**

1. Save this file and name it with “Hostel-Name-Wi-Fi-testdate-room-number”
2. Complete the information listed in “**B. Problem report**”
3. Write to ITSC Service Desk at <https://servicedesk.itsc.cuhk.edu.hk/>
   1. Use “Hostel Wi-Fi Report” as the Problem/Request Subject
   2. Submit the above Word document

End

**Thank you for your cooperation!**