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

|  |  |
| --- | --- |
| **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, CUHKa, CUHK1x or Eduroam/CSL/Y5ZONE): |  |
| **Turn on your computer and follow steps below** | **Expected Screen** |
| 1. Step 1 & 5 are to identify network setting:   Windows OS and  type cmd 🡪 ipconfig  supposing that the IPV4 is 10.0.x.x |  |
| 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.  CUHK1x-in-room | Check speed step:   1. Scroll down until to the bottom   ofca_link2   1. Check “I accept and wish to continue”. Then click “Continue” button   ofca_link3   1. Press “Press to Begin Test” button for start the test   CUHK1x-in-room |
| 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!**