Speed Test in Student Hostels

**(For Mac OS 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 9 CUHK, CUHK1x or Eduroam/CSL/Y5ZONE) |  |
| **Shutdown and turn on your computer and follow steps below** | **Expected Screen** |
| 1. Click MacOS and get the OS version |  |
| 1. Step 2 & 3 are to identify network setting:   Type System Preference -> Network  - Wi-Fi -> CUHK / CUHK1x  - supposing that the IP is 10.0.x.x  Click on the network name (SSID)   * Capture the screen of all detected Wi-Fi signals at the moment * Right click on the SSID you connected, e.g. CUHK, and choose Status. |  |
| 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 as below.  CUHK1x-in-room | Check speed step:   1. Scroll down until to the bottom   C:\Users\ivans_itsc\AppData\Local\Microsoft\Windows\INetCache\Content.Word\ofca_link2.png   1. Check “I accept and wish to continue”. Then click “Continue” button   C:\Users\ivans_itsc\AppData\Local\Microsoft\Windows\INetCache\Content.Word\ofca_link3.png   1. Press “Press to Begin Test” button for start the test. and copy the screen here. |
| 1. Count the number of Wi-Fi users if possible |  |

**D. 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!**