




Network Performance Report Form

網絡性能報告表

A.	
<p>1. Contact Information 聯絡資訊</p>	<p>Name (姓名) : _____</p> <p>Contact Number (聯絡電話) : _____</p> <p>Email (電郵地址) : _____</p>
<p>2. Please mark your login ID, SSID, device model, OS version, date & time and location when you encountered the problem. 請記下登入帳號、SSID、設備型號、系統版本、發生問題的日期和時間及在哪地方遇到問題。</p>	<p>Login ID (登入帳號) : _____</p> <p>SSID: _____</p> <p>Device Model (設備型號) : _____</p> <p>OS Version (系統版本) : _____</p> <p>Date & Time (日期和時間): _____</p> <p>Location (地點) : _____</p>
<p>3. I'm sure my login ID and password is correct but I cannot login/connect to the WLAN network. 我確認我的登入帳號和密碼是正確的，但我不能接入無線網絡。</p> <p style="text-align: right;"><i>Please go to table B-1. 請跳至表 B-1.</i></p>	
<p>4. The WLAN network is connected, but Internet is slow, and there are websites / Apps sometime reporting that the network is disconnected. 我已成功連接無線網，但訪問互聯網速度很慢，有時網站或應用程式報告說斷線了。</p>	<p>Which websites / Apps got slow network speed or disconnection problem? 哪一個網站或應用程式存取網絡較慢或斷線?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;"><i>Please go to table B-2. 請跳至表 B-2.</i></p>
<p>5. You are using your device normally in a fix place without movement, but the WLAN network always disconnected and reconnected (e.g. the following icon always disappear and appear), please mark down the disconnection interval. 您在固定的地方使用設備而沒有移動，但無線網經常斷開又重新連上(例如以下的圖標經常消失又重新出現)，請記錄再次斷開的時間間隔，以及該問題出現時間。</p> <div style="text-align: center; margin-top: 10px;">  </div>	<p>Interval between two disconnection: 兩次斷開的時間間隔:</p> <p style="text-align: right;">(Hour / min / sec)</p> <p>_____ (時 / 分 / 秒)</p> <p>Problem Occur: / 問題發生時間:</p> <p>_____</p> <p>Can you access the network during the connected state? (Yes / No) 你可以在連接狀態下，能存取網絡嗎? (是 / 否)</p> <p style="text-align: right;"><i>Please go to table B-1. 請跳至表 B-1.</i></p>

<p>6. The radio signal is very weak at my place and the network access is slow and radio gets disconnection sometimes. 在我使用的地方，無線網訊號非常弱，速度慢和訊號經常斷開。</p>	<p>Other users have the same problem at the same place. (Yes / No / I'm not sure) 其他用戶在相同地點也遇到相似問題 (是 / 否 / 不太肯定)</p> <p>All devices of mine have this problem at the same place. (Yes / No) 我所有的設備都在這個地方遇到問題 (是 / 否)</p> <p>Has your device ever received good signal quality at other places? (Yes / No) 你的同一台移動設備曾經在其他地方能夠接收到良好訊號嗎? (是 / 否)</p> <p style="text-align: right;"><i>Please go to table C-1. 請跳至表 C-1.</i></p>
<p>7. The wireless network connection is basically normal, but sometimes you encounter problems while watching videos or playing online games 無線網連接基本正常，但在看視頻或玩網遊時，有時會遇到問題</p>	<p><input type="checkbox"/> Video download is very slow 看視頻時，載入很慢</p> <p><input type="checkbox"/> Needs to wait for video buffering sometimes 看視頻時，有時會停止，需要等待</p> <p><input type="checkbox"/> Network latency is very high in playing game 玩網遊時，延時嚴重</p> <p><input type="checkbox"/> Some games cannot be played through WiFi 玩網遊時，有些遊戲 WiFi 玩不了</p> <p>Please list the video websites / the name of games 請列出視頻網站名或網遊名稱，或其他問題:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;"><i>Please go to table C-1. 請跳至表 C-1.</i></p>
<p>8. Other WLAN problem 其他無線網問題</p> <p style="text-align: right;"><i>Please go to table B-5. 請跳至表 B-5.</i></p>	

<p>B.</p>	
<p>1. Have you tried other SSID to login? Which SSID can you login successfully? 有沒有嘗試過使用其他 SSID 登入無線網? 以下那一個你可以成功登入呢?</p> <ul style="list-style-type: none"> • "UM_WLAN_PORTAL" • "UM_PUBLIC_WiFi" • "UM_SECURED_WLAN" 	<p>You cannot login all or you can login some: 哪一個 SSID 可以連接成功或者全都不能連接:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;"><i>Please go to table C-1. 請跳至表 C-1.</i></p>

<p>2. Please try to do the speed test by www.speedtest.net (Select CTM Broadband), and mark down the testing results (Mbps) and your IP address.</p> <p>請訪問 www.speedtest.net (選擇 CTM Broadband) 進行速度測試，並請記下測試結果 (Mbps)及你的 IP 地址</p> 	<p>Your IP address (你的 IP 地址):</p> <p>_____</p> <p>Download Speed (下載速度):</p> <p>_____</p> <p>Upload Speed (上載速度):</p> <p>_____</p> <p style="text-align: right;"><i>Please go to table B-3. 請跳至表 B-3.</i></p>
<p>3. Open the browser and try to access UM web pages (listed as below). Try to click some links inside the pages and check whether the response is slow or even no response.</p> <p>請用瀏覽器開啟以下網站，並按下網頁中的一些連接，測試一下是否回應較慢或沒有回應。</p> <p>www.um.edu.mo isw.um.edu.mo ummoodle.um.edu.mo</p>	<p><input type="checkbox"/> Page access slowly 網頁存取較慢</p> <p><input type="checkbox"/> Page access normally 網頁存取正常</p> <p><input type="checkbox"/> Page has no response 網頁沒有回應</p> <p style="text-align: right;"><i>Please go to table B-4. 請跳至表 B-4.</i></p>
<p>4. Open the browser and try to access Internet sites oversea, such as yahoo, google and something else, please mark down the site if response is slow or no response.</p> <p>請用瀏覽開啟一些非澳門區互聯網的網站，例如 yahoo, google 等，並按下網頁中的一些連接，測試一下是否回應較慢或沒有回應。</p>	<p><input type="checkbox"/> All websites are working 所有網站都正常</p> <p>Slow website: 速度較慢的網站:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;"><i>Please go to table C-1. 請跳至表 C-1.</i></p>
<p>5. Other problems, such as</p> <ul style="list-style-type: none"> • Cannot access some websites • Some online games get very large latency • Some steaming video website's loading very slow • WiFi connected successful but network icon shows Exclamation mark and can't access network • Other problem <p>其他問題，例如:</p> <ul style="list-style-type: none"> • 不能訪問一些網站 • 有些網絡遊戲十分卡 • 有些視頻網站十分慢 • WiFi 已連上，但網絡圖標總顯示感嘆號且無法存取網絡 • 其他情況 	<p><input type="checkbox"/> Problem details and site address: 問題詳細及有關網址:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;"><i>Please go to table C-1. 請跳至表 C-1.</i></p>

C. Results 總結	
<p>1. Problems summary, please tick the boxes that reflecting the situations or problems 總結問題, 請剔出相應問題或情況的格子</p>	<ul style="list-style-type: none"><input type="checkbox"/> Cannot login WiFi 不能登入 WiFi<input type="checkbox"/> App / Website/ Video / Games disconnected or slow speed 應用 / 網站 / 影片 / 遊戲 遇到中斷或緩慢<input type="checkbox"/> WiFi radio disconnected (Always / Sometimes) WiFi 訊號中斷 (頻繁 / 偶然)<input type="checkbox"/> Other problems or suggestion: 其他問題或建議 <hr/> <hr/> <hr/> <hr/> <hr/>