

FAQs | BEHIND CLOSED DOORS STREAMING

When can you watch games?

All **non-televised games** (i.e. games not on Sky) are available to watch worldwide.

Televised games (on Sky, and televised by international broadcasters) can be watched in the UK by those with a Season Ticket Holder voucher ONLY, with pay per view passes only available to viewers in the dark market territories listed below.*

I have a Season Ticket Holder voucher. What do I do?

You will need to be logged into your Bluebirds Club Account and registered to correctly redeem a voucher code or discount voucher. Please [follow this link once logged in to redeem the voucher](#).

If you believe you are entitled to a voucher, [please find more information here](#).

I am signed up to the international video pass. Can I still watch?

Yes. You will receive all the benefits of your current subscription and your package has been extended to cover the late end to the season.

What devices does Cardiff City TV work on?

Live audio commentary can be accessed across desktop, tablet and mobile devices with up-to-date browsers. Live video streams are only available on the desktop version of the official Cardiff City FC website or via the official club app on mobile or tablet.

If you are unsure whether your technology will be supported, please contact cardiffvtsupport@streamamg.com with your device and browser details.

What is Cardiff City TV and what does it offer?

Live Audio: Live audio offers fans live commentary of every game during the season.

Live Video: Live video coverage of games is available as above

Live video broadcasts can only be watched on desktop, but can be accessed on mobile and tablet devices via the club's official app. Live audio commentary is available on all devices.

What are the system requirements?

Your device needs to comply with the following minimum system requirements:

Processor: 2.33GHz or faster x86-compatible processor, or Intel® Atom™ 1.6GHz or faster processor for netbooks;

Memory: 2GB (1GB for netbooks) 128MB of graphics memory.

Operating Systems: Windows 8.1 or later, Mac 9+.

Browsers: latest versions of Microsoft Edge, Mozilla Firefox, Google Chrome and Safari.

*Internet Explorer and Opera are not supported for Live Video.

512MB of RAM (1GB of RAM recommended for netbooks).

Mobiles & Tablets Operating Systems: Android 6+, iOS 9+ *some OS may still not be supported by manufacturer.

What are the internet connection requirements?

You will require a WIFI or broadband internet connection (DSL/cable or higher) with a minimum download speed of at least 1.2mbps with latency not exceeding 100ms for SD and 4mbps with latency not exceeding 50ms for HD (mobile data may not be supported). For users travelling abroad, please use a Wi-Fi network or broadband connection to purchase and view the pass, to avoid extra charges and maintain full compatibility (this allows the country you are in to be recognised as a selected territory).

I'm having issues with my video or audio feed. What can I do?

During the game, please report your technical issues to cardifftvsupport@streamamg.com who can investigate whether there is a problem with the broadcast. If there are no issues at the broadcast end, we will need to complete troubleshooting steps, these may involve confirming details about the device, software and your internet connection.

Please note, that it is your responsibility to ensure you are using compatible technology ahead of purchasing a live subscription.

How do I get a refund?

Refunds can only be issued for those who have reported a technical issue during the game and it proves to be a fault of our providers and cannot be rectified. Please note, that if you do not watch a stream through choice, or don't report a technical issue to customer service during the game, we will not be able to issue a refund.

Refunds will not be issued for supporters attempting to access via a VPN or using a smartphone or tablet browser.

Can I get an illegal feed?

All feeds of the game are monitored by the Club and the EFL. The EFL has a strict monitoring policy in operation and will prosecute individuals who illegally stream live games. We would ask anyone who observes these feeds to anonymously inform us via cardifftv-support@streamamg.com.

My feed keeps buffering. What's wrong?

Is your connection fast enough? Try to stop all current downloads, videos you are watching or torrents and visit www.speedtest.net. Test your download speed. Results should

show a minimum of at least 2Mbps to process streamed content along with usual browsing activities efficiently.

I'm receiving a "media not found" message. What's wrong?

The live video or audio commentary player will only be live during a match. If the game has kicked off and you are receiving this message, please contact via cardifftvsupport@streamamg.com.

How do I cancel my subscription?

To cancel your subscription, please email via cardifftvsupport@streamamg.com with your cancellation request. Please be advised that three working days' notice is required for cancellation. Cancellation within this period may result in your being charged for the next period.

I've forgotten my Username/Password

If you've forgotten your username and/or password then please click on the relevant links on the login screen.

If you have any further queries, please contact customer services at cardifftvsupport@streamamg.com.

Why can't I view the live stream on mobile?

All live games can be viewed on desktop/laptop. On mobiles, tablets and game consoles streams cannot be accessed through the mobile browser or pre-installed browsers due to EFL regulations. However, coverage can be accessed via the official Cardiff City FC app.

The app is called Cardiff City FC and can be found on Google Play/Apple Store:

- [On Apple devices it's available for download here.](#)
- [On Android devices it's available for download here.](#)

For any problems regarding the **app only** please visit the app's Help Centre.

For the best support with the live stream and audio commentary, the recommended browser is Google Chrome across all devices. Internet Explorer is not supported.

Does my live video subscription allow access to live audio commentary when a match cannot be broadcast?

Yes. Your live video subscription includes all audio streams. So, if a game is not available to watch live, you can always listen to it.

***What are the dark markets territories?**

Europe: Albania, Cyprus, Faroe Islands, Gibraltar, Hungary, Liechtenstein, Luxembourg, Malta, Moldova, Netherlands, San Marino, Ukraine.

Middle East and North Africa: South Sudan.

Asia: Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, East Timor, Hong Kong, Indonesia, Japan, Malaysia, Maldives, Mongolia, Myanmar, Nepal, North Korea, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand.

Caribbean: Belize, Bermuda, British Virgin Islands, Cuba, Puerto Rico, St Barthelemy, St Helena, Ascension & Tristan da Cunha, St Kitts & Nevis, St Martin, St Vincent & the Grenadines, US Virgin Islands.

South America: Falkland Islands.

Oceania: American Samoa, Christmas Island, Cocos Islands, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, Niue, Norfolk Islands, Northern Mariana, Palau, Papua, New Guinea, Pitcairn Islands, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futuna.

Please note, dark market countries are subject to change.