

SWANSTV LIVE FAQs

FOR GAMES PLAYED BEHIND-CLOSED-DOORS 2019-20 SEASON

When can you watch games?

UK only

Season ticket holders: Those season ticket holders who opted for the streaming service as part of the season ticket refund options will be able to watch all nine remaining Championship fixtures. This includes any games selected for 'live' transmission by Sky Sports (you will not be able to watch live Sky games if you are a season ticket holder watching outside the UK). You will receive a promotional code that will give you access to all fixtures, except any play-off games.

Season ticket holders who opted out of the streaming option will have to purchase a match pass for each game. Match passes are priced at £10 per fixture. All Swans games will be available to stream except those selected for 'live' transmission by Sky Sports and any play-off fixtures.

Non-season ticket holders: Match passes will be available to purchase for £10 per fixture. All games will be available to stream except those selected for 'live' broadcast by Sky Sports and any play-off fixtures.

To purchase click [HERE](#)

International (non-UK) only

For supporters outside of the UK, the usual process will apply for those with annual and monthly subscriptions. Annual subscriptions are still live and payments for rolling monthly subscribers were reactivated on Wednesday (June 10) unless previously cancelled by the individual account holder.

Supporters who have cancelled their subscriptions will need to sign up again to receive the streams. If you are unsure whether your account is still active, or have any queries, email swanstvlive@streamamg.com.

Unfortunately, any fixtures broadcast 'live' in the UK by Sky Sports or selected by Pitch for international feeds are not available to stream, except for Dark Market countries (list at the end of this document)

Individual games are available to purchase at £7.99 each [HERE](#).

I have a season ticket code, what do I do?

You will need to be logged in and registered to correctly redeem a code. Please follow this link once logged in to redeem the voucher [HERE](#)

If you have requested a code as part of your season ticket refund option, they will be sent out by email by 10am on Wednesday, June 17. If you have not received a code by then, please email ticketing@swansea.com.

Alternatively phone our hotline number **01792 616599** during normal working hours (10am – 4pm) from Wednesday, June 17. The helpline will be open for 90 minutes prior to kick-off for each fixture.

Please use this email and hotline number for matters relating to missing codes or general set up advice.

For technical advice, email swanstvlive@streamamg.com.

Step-by-step guide

1. User receives code via email

2. User should go to <https://swanseafcpayments.streamamg.com/account/register/step1>
3. Scroll down and enter the code in the box 'Have a gift voucher or discount code?'
4. If user is logged in, they'll see the success message.
5. If user isn't logged in, they'll be prompted to login to their Swans Club Account, then they'll see the success message. If you haven't got a Swans Club Account, you need to register one. You are advised to do this in advance.
6. Live stream is then available to view from the home page of the official website (the live logo is in the top left corner). Ensure that you have selected the video or audio button. The link on the official Swans App will either be in the Swans tab or Live tab on the bottom of your device.
7. Each voucher can only be used on one device at a time
8. Reminder that if watching the stream on a mobile device, the club app MUST be used due to EFL regulations.

What devices work for the live stream?

Live video streams are only available on the desktop version of the official swanseaclub.com website or via the official Swans App on mobile or tablet. Your Official Swans App must be kept up to date for it to work efficiently. If you visit the Appstore or Playstore and look at upgrades, then this will flush out any bugs identified.

You can download the Swansea City Official App:

IOS - [HERE](#)

Android - [HERE](#)

You cannot watch via a mobile device, unless it is through the official Swans App, due to EFL rules. It is also not available on AppleTV, Chromecast or any other big screen streaming devices, also due to EFL rules.

Audio is available on all devices.

If you are unsure whether your technology will support SwansTV Live, please contact swanstvlive@streamamg.com with your device and browser details.

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

Please report your technical issues to swanstvlive@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 people 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 do not report a technical issue to customer service before or 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

swanstvlive@streamamg.com as it has a negative effect financially on the club.

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 <http://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

The live video or audio commentary player will only be live during a match or when the live feed is switched on just prior to kick-off. If the game has kicked off and you are receiving this message, please contact via swanstvlive@streamamg.com

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 or email accountquery@swansea.com.

Alternatively phone our hotline number **01792 616599** during normal working hours (10am – 4pm) from Wednesday, June 17. The helpline will be open for 90 minutes prior to kick-off for each fixture.

If you have any further queries, please contact customer services at accountquery@swansea.com and you will receive an email with your Username / Password reminder.

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

All live games can only be viewed on desktop / laptop. Mobiles, tablets and game consoles cannot be accessed through the mobile browser or pre-installed browsers due to EFL regulations. However, coverage can be accessed via the official Swans App.

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.

Live audio

You can listen to live commentary of all nine-remaining game.

Dark Market countries

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 Island.

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 by the
EFL.**