



OPERATION GUIDE:

Audience FAQs

This guide will assist you with answers to some of the most frequently asked questions about watching BSUK-TV. If you have a question that this document can't answer, please get in touch [here](#).

Q: How do I find the broadcast I am looking for?

Search "BSUK-TV" with any search engine, click the BSUK-TV link on the BSUK website, or use the direct link to an event.

On each BSUK-TV channel, the schedule of upcoming games is available on the navigation.

For most broadcasts, all you need to do is visit a link on your team's website and they will route you directly to the game. If you still can't seem to locate the event you're looking for, use the Meridix search tool to find live and archived broadcasts [here](#).

Q: What type of device do I need to watch or listen?

Any internet-connected device can be used to watch BSUK-TV! The platform allows you to watch and listen seamlessly across all devices, including Windows, Mac, Linux, Android, iOS, and more. If you have issues watching on a device, contact us [here](#) to let us know.

Q: What internet speed do I need?

Broadband will give you the best viewing experience.

You will need at least a 3 Mbps (3000 Kbps) downstream, and for audio-only broadcasts, at least a 0.5 Mbps (500 Kbps) downstream. You can [check bandwidth here](#).

Q: Do I need to download plugins?

No plugins are necessary.

Q: Do I need to sign up to watch or listen?

No.

There is no need to sign up or register for BSUK-TV broadcasts. The vast majority of broadcasts are free for viewers and listeners, so you can simply access the broadcasts without signing in.

Q: Do I need to pay to watch or listen?

No.

Broadcasts on BSUK-TV are free, meaning there is no cost to watch. There is a \$10 fee to download a game, with the money returned to the operation of the network.



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Q: Who do I contact regarding broadcasts being off air, picture quality, sound quality, on air commentary, etc?

Contact the team broadcasting, NOT Meridix.

You can do this by sending a message using the "Contact" link on their channel. You can also contact BSUK [here](#).

Q: Who do I contact regarding system error messages or bugs?

Meridix, also known as Stack Sports, is here to help with any system issues.

If you suspect a tool or feature isn't working quite right, contact Chris at chris.knoblock@bsuk.com, who will escalate the issue.