

Special
edition


Start Guide J:COM LINK XA402

Learn how to use J:COM LINK and find solutions for problems in the MY J:COM App.



Install the MY J:COM App on your smartphone or tablet. (Japanese only)

For more information



Tap "Support" for any problems



※A personal J:COM ID is required to use the MY J:COM App.

Main remote control functions

1 J:COM LINK Power

Turns the power of your J:COM LINK device on and off.

When the device is ON, a green light will appear.



When not in use, please use the remote to turn OFF the J:COM LINK main unit.

2 TV Power



Turns the TV power on and off.



Change the TV's input.

3 Home Displays the TV menu.

Use this to display your suggested programs or change settings.

4 Google Assistant

Voice control/Search

Operates J:COM LINK and search with your voice.

After pressing the button, speak into the mic.

Example 1: "Put it on ○○○." (○○○ is a channel name)

Example 2: "Search for ○○○." (○○○ is a program name)

Example 3: "Launch ○○○." (○○○ is an online video app name)

See here for more information



(Japanese only)

5 Help

Displays notifications, inquiry guides, and more.

6 J:COM STREAM (VOD)

Launches J:COM STREAM (VOD).

A VOD service that lets you enjoy latest movies, dramas you may have missed, anime, and other popular titles whenever you want (paid and free versions available).

See here for information on using VOD



(Japanese only)

7 Shop channel

Enjoy Shop channel (viewing free of charge).



8 Streaming services

Enjoy YouTube™, Netflix, and TVer.

9 Favorite

You can assign one application as your "Favorite".

10 Application List

Displays the application list screen.

Please set up a Google account (Gmail address) to use J:COM LINK more conveniently.

- < If you do not set up Google account in J:COM LINK >
- You will not be able to install apps from Google Play.
 - A message suggesting login will be appear on the screen in YouTube™, apps, etc.
 - Some voice command phrases cannot be used.

See here for information on setting up a Google account



(Japanese only)

Microphone



J:COM LINK TV Menu

All operations are accessible from the  (Home) button.

This information is also available as video tutorial.



(Japanese only)

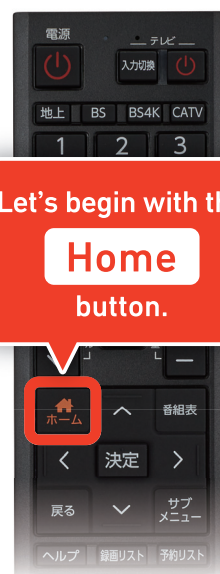
Press the ◀/▶ buttons to move the menu screen to the left and right.



Use the ▼ button to display suggested programs of various genres.

※The starting screen differs depending on the channel.

Let's begin with the Home button.



A Suggested programs*1

This will automatically display suggested shows, videos from the net, J:COM On Demand and more content based on your watching preferences.

✓ Mark your favorite channels as [マイチャンネル] (My Channel) and browse the shows on the My Channel screen.

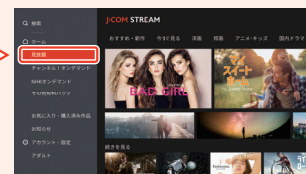


B J:COM STREAM*2

A VOD service that lets you enjoy latest movies, dramas you may have missed, anime, and other popular titles whenever you want (paid and free versions available).

Unlimited viewing of a wide range of genres

Scan here to learn more (Japanese only)



C Life

From games and shopping to streaming animal videos and more, add some fun to your life with a wide variety of apps!

For more information



(Japanese only)

D Support

Go to "How to Use" in the Support menu to see the main features of J:COM LINK.

E Settings

✓ Viewer age restriction change password (default setting): 0000

✓ If the app fails to download, please delete the cache.

Learn how to delete the cache here



F Netflix*3

NETFLIX

Watch unlimited popular movies and dramas!

See here for how to log in (Japanese only)



G Disney+*3

Disney+

Disney's official video streaming service

See here for how to log in (Japanese only)



H DAZN*3

DAZN

Your favorite sports, as much as you want.

See here for how to log in (Japanese only)



I Internet movies*3

prime video

J SPORTS オンデマンド

TVer

NHK+

ABEMA

WOWOW オンデマンド

YouTube

Enjoy various Internet movies.

*1 Suggested content differs depending on your membership service and settings. Suggested content is subject to change without prior notice. *2 To view 4K programs, you need to use "J:COM LINK" and a 4K-compatible TV that supports HDMI 2.0 / HDCP 2.2. HDR(High Dynamic Range)-compatible programs require HDR-compatible 4K TV to view in HDR quality. *3 Depending on the subscription plan, contracts with other companies and additional fees may be required. ※Displayed content and features may be changed in the future. ※TV Menu and all screens may receive design and content changes after version upgrade or other updates.

Let's watch programs!

Turn the device on to watch programs.

STEP
1

Turn on the J:COM LINK by pressing the [電源] (Power) button.



※The green light on the J:COM LINK indicates that the power is on.

STEP
2

Turn on the TV by pressing the [テレビ電源] (TV Power) button on the remote.



STEP
3

IMPORTANT Press [入力切換] (Input Switch) button to go to the input box .



※If the J:COM image is already displayed, proceed to step 4.

STEP
4

Press the button for your preferred broadcast type on the remote (TD, BS, BS4K, CATV).

STEP
5

Enter the channel number.

✓ To watch a CS broadcast, type in the 3-digit channel number. For example, if you want to watch the Historical Drama Channel HD (502ch), press 5 → 10 → 2.

※To enter a 0, press "10".

✓ There is a method to go through steps 1-4 more easily.

For more information (Japanese only)



Let's record programs!

Record two programs simultaneously, even while you are watching a show.

See here for more information (Japanese only)



Schedule a recording from the EPG*4

STEP
1

Press the [番組表] (EPG) button on the remote control.

STEP
2

Select the program you want to record using the ▲/▼/◀/▶ buttons and press the [赤] (Red) button. Or, press [決定] (OK), and you can record from [録画予約] (Recording schedule).



✓ You can change the repeated recording or recording mode settings from [録画予約設定] (Recording schedule settings).

※This will begin recording on the default device.

Record the show you are watching

STEP
1

While watching the program, press the [録画] (Record) button on the remote control.



STEP
2

A message stating [録画を開始しました] (Recording started) will be displayed at the bottom of the screen.



✓ To record shows you will need either one of the following.

External USB HDD

Blu-ray recorder or a similar recording device

See here for the list of compatible recording devices, as well as for connection setting methods (Japanese only)



Let's stream!

Watch Netflix, Disney+, DAZN, and streamed movies.

For more information (Japanese only)

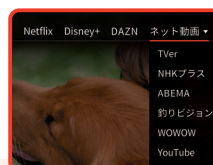


STEP
1

Press the [ホーム] (Home) button on the remote control to display the TV Menu.

STEP
2

Select the app you want to launch from among [Netflix], [Disney+], [DAZN], or [ネット動画] (Streaming) using the ◀/▶ buttons and press [決定] (OK).



*4 You can check the program table of TD and BS digital channels for the next 8 days and the program table for BS4K and CATV (including 4K) for the maximum of one month on EPG. (The program table for the 9th day and beyond may not be displayed depending on the channel or timing.)

Make J:COM LINK even more convenient

On smartphone or tablet!

Watch broadcast and recorded programs outside of your home

- Watch broadcasts programs even when outside of your home.
- Watch programs recorded on an external hard disk connected to your J:COM LINK on your smartphone.



Schedule recordings at home and while outside of your home

- Schedule recordings even when you are away from your J:COM LINK.



Watch broadcast and recorded programs somewhere other than the TV in your living room

- Watch broadcast and recorded programs anywhere in your home.



※This image is for illustrative purposes only.

Installation and initial setup are required to use applications.



MY J:COM app



※In addition to the MY J:COM app, the DiXiM Play for J:COM app must also be set up in order to use remote viewing and other functions.

For more information
(Japanese only)



Other exclusive apps for J:COM LINK are also available.



J:COM STREAM app

Watch J:COM STREAM programs and livestreams.



You can also watch them on your computer. [Linkvod](#) [Search](#) (Japanese only)



J:COM LINK(XA402) app

Watch downloaded recorded programs without the need for an Internet connection.

※To use apps, you need to have a wireless connection (Wi-Fi/LTE, etc.) in order to download specified apps, and to have J:COM LINK pre-set on your device. J:COM STREAM app requires J:COM Personal ID. Please note that you need to pay for the connection costs yourself. ※Some apps may not be accessible depending on your contract plan, connecting devices and connection environment, etc. ※Watching and purchasing 4K programs is not possible. ※The number of devices on which simultaneous watching is possible will vary depending on the usage environment. ※Use outside of Japan is not possible. ※Some programs that you find in apps may not be available for watching outdoors.



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For assistance

Q Remote control doesn't work

- A**
- Are the batteries not running low, and are inserted in the right direction?
 - Is the TV Input [入力切換] (Input Switch) set correctly?

For more information
(Japanese only)



Q Nothing is displayed on the TV, or an error message appears

- A**
- Make sure that the **power cord** of your J:COM LINK device is plugged in and that the **wiring** has not come loose.

For more information
(Japanese only)



Q What should I do when I get a new TV?

- A**
- You will need to reconfigure your remote control settings and reconnect the wiring. Please see the support website for more information.

For more information
(Japanese only)



Find solutions to other issues here.

cs.myjcom.jp/tv

Click "Language" menu below
(English/Chinese/Korean)



⚠ If the above suggestions did not solve your problem, press the [リセット] (Reset) button on the front side of your J:COM LINK device.

Resetting the device may solve the problem.



※Actual product may vary from the picture shown.
※Please note that if you reset the device while recording, the recording will be cancelled.
※When you reset the device, all of your scheduled recordings and already recorded programs will remain.

Customer Support (Online)



MY J:COM App

For all J:COM users.
Fees, support,
and program guide all in one place!
(Japanese only)



LINE

A 24-hour chatbot is available to respond to your problems and questions!

cs.myjcom.jp/line_support
(Japanese only)



Web

Check your usage status and perform various procedures.
mypage.jcom.co.jp (Japanese only)



■ J:COM Personal ID

ID (mail address)	
Password	

■ Google account

mail address	@gmail.com
Password	

MEMO

Such information is unique to each customer, so please take appropriate care when managing it.

※Current as of November 2024 (with some exceptions).

※Company names, product names, and service names are trademarks or registered trademarks. Some are in the application process.

※Screenshots and illustrations are images. Actual screens are subject to change.



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