xund

User Manual

XUND v1

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1. Intended Use

XUND is a standalone software based on advanced decision algorithms to generate a preliminary assessment in diagnostic decisions. Through the analysis of demographic information, risk factors, and symptoms, potential evidence-based causes are detected early on, and the user thus can be empowered to identify relevant treatment pathways in the healthcare system.

The foreseen user is a layperson and requires no prior knowledge or education.

1.1. Clinical benefits

The expected clinical benefits of XUND v1 are to help users identify potential evidence-based causes of their symptoms and relevant treatment pathways more quickly and reliably.

2. Intended Use Environment

2.1. General environment

XUND can be used in any general physical environment which is not prohibited by law (e.g. road traffic regulations). It can be used indoors and outdoors. This is reflected in usability engineering activities.

2.2. Social and mental environment

XUND must not be used in life-threatening situations or under high psychological stress.

2.3 Technical environment and IT security requirements

XUND v1 is a web-based software application. For XUND v1 to be used as intended, a device with a supported web browser and support for the HTTPS protocol, as well as a stable internet connection, are required. Users should keep their operating system and web browser up to date and take appropriate security measures to prevent unauthorized access to their device and XUND v1.

3. When to use XUND

- The foreseen user is a layperson and requires no prior knowledge or education.
- XUND can be used by anyone who meets the minimum age of 16, agrees with our Terms and Conditions, and is proficient in the languages available in the product.
- XUND can be used directly or indirectly, i.e., for other people. Thus, the group of people for whom symptoms are evaluated by others can include the following:
    - Adolescents (aged 10–16 years)
    - Elderly people having difficulty using the product on their own
    - People with handicaps or disabilities of any kind

4. When not to use XUND



- XUND may not be used if the user suspects a life-threatening condition or is at risk of life. XUND is not a first aid measure in an emergency.
- XUND provides a preliminary assessment, not a medical diagnosis. XUND does not replace psychological or physiological tests, nor does it replace a visit to the doctor.
- XUND is intended for laypersons only, not for medical personnel. It must not be used for diagnosis in clinical practice.
- XUND's recommendations for what users can do in the meantime are only intended to provide symptom relief at home. Any recommendations made by XUND should never override decisions, diagnoses, prescribed treatments, or recommendations of medical professionals.
- XUND is not a disease monitoring tool and does not predict future health risks.
- XUND does not recommend brand names for drugs nor does it provide any dosage aids.
- XUND is not intended for the planning of pregnancy.
- XUND does not make any vaccination recommendations.
- XUND may not be used by users with already known severe chronic diseases.
- XUND is not exhaustive in that it does not include all possible diseases (see DI-DOC-06 List of Conditions for a detailed list). The General Terms and Conditions apply.
- Recommendations made by XUND should be applied in the context of the user's individual needs and capabilities and not be taken at face value. When in doubt, a medical professional should be consulted.

5. Residual risks

Despite all implemented risk control measures, the following residual risks remain:

- XUND results depend on user-provided information and may be inaccurate if input is incorrect or incomplete.
- XUND may provide incorrect or misleading results and may not accurately predict conditions.
- XUND does not cover all medical conditions and may not identify rare or atypical diseases within its predictive model.
- XUND does not take into account the full medical context of an individual.
- XUND results may be misunderstood or misinterpreted by users.
- XUND may not detect all urgent or serious medical conditions.
- XUND performance and availability may be affected by technical limitations.

Undesirable side-effects: There are no known undesirable side-effects associated with the use of XUND v1.

6. How to use XUND

6.1. Checks

The checks are similar to a doctor's consultation. By providing symptoms or presumed illnesses and additional information such as age, sex, and profile-related risk factors, XUND will help you to identify possible causes and treatment paths.

6.1.1. Symptom Check

The Symptom Check helps you to find the underlying cause behind symptoms you may not fully understand. Based on your leading symptom and the corresponding answers, XUND will then suggest additional symptoms that are likely. After asking you further questions about your state of health, lifestyle, and habits, XUND will provide you with a preliminary assessment, highlighting illnesses that might be relevant in your situation.

You will also receive recommendations depending on the respective results, including:

- Quick tips that can help you immediately
- Relevant healthcare professionals and institutions in your area

Please note: The check is intended solely for informational purposes and should not be treated as a medical consultation, diagnosis, or advice. If you are concerned about your health, especially in cases of severe symptoms, a worsening condition, uncertainty, or if there is no improvement, please contact a doctor.

6.1.2. Illness Check

The Illness Check takes the inverse way and helps you assess the possibility of having a presumed specific illness. Based on the illness you want to check, XUND will ask you related questions on typical symptoms that occur with the specific illness. After asking you further questions about your state of health, lifestyle, and habits, XUND will provide you with a preliminary assessment showing you the likelihood of the presumed illness and other possible results that might be relevant in your situation.

You will also receive recommendations depending on the respective results, including:

- Quick tips that can help you immediately
- Relevant healthcare professionals and institutions in your area

Please note: The check is intended solely for informational purposes and should not be treated as a medical consultation, diagnosis, or advice. If you are concerned about your health, especially in cases of severe symptoms, a worsening condition, uncertainty, or if there is no improvement, please contact a doctor.

6.2. Imprint

In the imprint, you will find general information about the company and the certification as a medical device, our Terms of Use, and the Privacy Policy.

7. You have something to tell us?

7.1. Troubleshooting

We care about you! If you have any questions about XUND, need help, or would like to report a problem, please contact us immediately at support@xund.ai.

Many questions have already been asked by other interested users. So have a look at our FAQs on the website.

7.2. Reporting of serious incidents

Serious incidents relating to XUND v1 must be reported to XUND Solutions GmbH at support@xund.ai and to the competent authority of the Member State in which the user and/or patient is resident.

Warning: If the software does not function as expected, do not rely on the results and contact support.

7.3. Feedback

Your feedback is well appreciated! Do you want to share your opinion? Or maybe you have an idea for a new feature? Feel free to send us your ideas to hello@xund.ai.

8. Manufacturer and device information

Name of the product	XUND v1
Manufacturer 	XUND Solutions GmbH Dorotheergasse 10/12a 1010 Vienna Austria
Basic UDI	1918000298XUND01HA
Product version	v1.66.0 and later
Version of instruction	5.0
Release date	2026-09-24

MD	The product is a medical device.
CE 0123	The product meets the requirements of the Regulation (EU) 2017/745.

Further Information:

- Details on the performance of the device can be found at https://xund.ai/medical-quality.
- In accordance with Implementing Regulation (EU) 2021/2226, a physical copy of the electronic instructions for use can be requested via support@xund.ai.