User Manual

XUND version 1
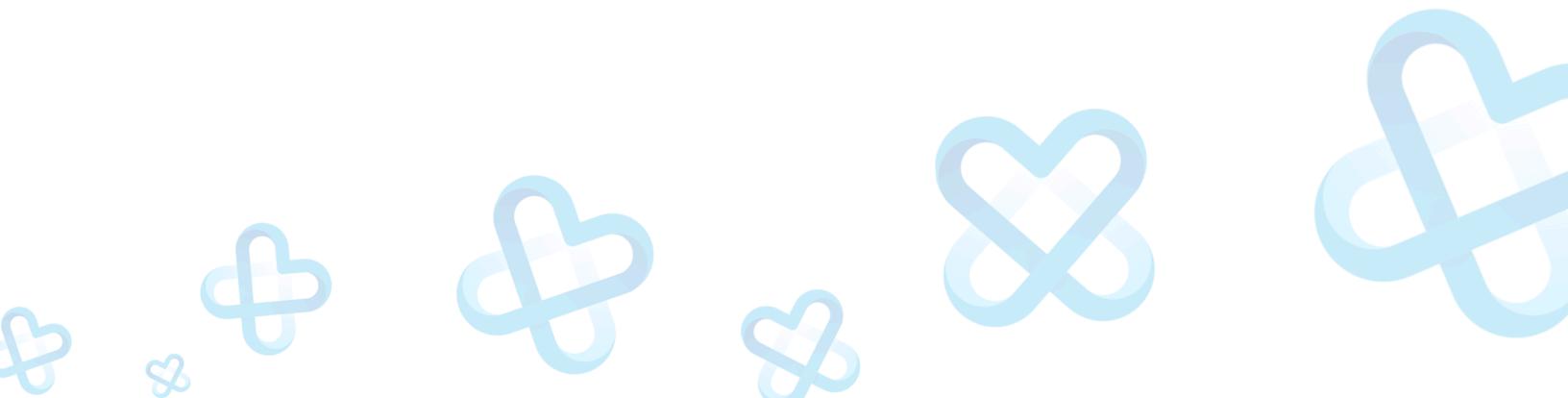
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1 Introduction

XUND is an AI-powered health assistant based on advanced decision algorithms to generate a preliminary assessment in diagnostic decisions. Through the analysis of symptoms and generic profile information such as demographics, lifestyle, and risk factors, potential evidence-based causes are detected early on and the user thus can be empowered to identify relevant treatment pathways in the healthcare system.

2 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 10–17 years)
    - Elderly people having difficulties to use the product on their own
    - People with handicaps or disabilities of any kind
- XUND is intended for the layman only. It must not be used for diagnostic or treatment purposes in daily clinical practice. It may not be used by doctors, nurses or other healthcare professionals for medical purposes.

⚠ 3 When not to use XUND

- XUND cannot be used by people under the age of 16.
- XUND is not applicable in case of acute, serious symptoms, life-threatening conditions or at risk of life. XUND is not a first aid measure in an emergency.
- XUND may not be used for diagnosis after serious accidents or in case of serious bodily injury, nor may it be used after the use of force by third parties.
- Furthermore, it may not be used in pregnancy diagnostics, prenatal or premature infants diagnostics. XUND is not intended for use in contraception or pregnancy planning.
- XUND does not make any vaccination recommendations.
- XUND does not replace psychological or physiological tests. XUND must not be used for diagnosis or therapy derivation in case of serious known or not yet diagnosed psychological disorders.
- XUND is not intended to be used as a support in clinical care.
- XUND must not be used to derive treatment and care recommendations in a home health care environment. XUND does not provide nursing instructions.
- XUND is no disease monitoring program in general.
- XUND does not 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 does not recommend any medication and does not provide any dosage aids.
- XUND does not issue medical or psychological certificates.
- XUND is not intended to make diagnosis or therapy recommendations for already known existing diseases (regardless of the severity of the disease).
- XUND may not be used by patients with already known severe chronic diseases.
- XUND may not be used to change or discontinue a diagnosis or therapy recommendation already made by a physician.

4 How to use XUND

4.1 Start menu

The home screen enables you to access the main features of XUND, which are explained in more detail in section 4.2

4.2 Checks

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

4.2.1 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 then 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, please contact a doctor.

4.2.2 Illness Check

The Illness Check takes the inverse way and helps you to assess the possibility of suffering from 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, please contact a doctor.

4.3 Imprint

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

5 You have something to tell us?

5.1 Troubleshooting

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

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

5.2 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

6 Quality

Name of the product	XUND v1
Manufacturer	XUND Solutions GmbH Dorotheergasse 10/12a 1010 Vienna Austria
Version of instructions	4.0
Release date	05.012.2025
CE 0123	The product meets the requirements of the Regulation (EU) 2017/745.

Details on the performance of the device can be found at https://xund.ai/medical-quality.