

July 31, 2025

Re: Required Cybersecurity Actions for Safe Use of Legacy Hardware

At X-Nav Technologies, we continue to innovate to deliver solutions that can help you practice better dentistry. As we advance our software capabilities, we also continue to advance with Cyber Security practices.

As technology and cybersecurity continue to evolve, the hardware and operating systems that support our software must also keep pace. Due to this, certain hardware associated with a limited number of aging X-Guide Surgical Navigation Systems will no longer be able to receive updates by X-Nav Technologies, LLC. The serial numbers in the affected range are between S0000100 - S0000383. Additional details of the specific configurations are listed on page 2.

What This Means for You

X-Nav will continue to provide telephone support for technical support, training & customer service. However, technical support and training will no longer be able to connect to your device as they have in the past.

The unit will no longer be able to receive:

1. Security patches or firmware updates
2. Vulnerability monitoring or threat intelligence updates
3. Technical support for cybersecurity-related issues
4. Software updates for any new features or advancements
5. Surgeries loaded remotely

To mitigate these risks and maintain a secure operating environment, we strongly recommend operating the X-Guide as a standalone unit and restrict physical and logistical access to authorized personnel only. Do not connect unverified USB devices to the system. Establish a local procedure for reporting and responding to suspected cybersecurity incidents involving this device and retain this notice and any related documentation as a part of your facility's cybersecurity risk management file.

Residual Risk Statement

Despite these compensating controls, residual cybersecurity risks remain. These include potential exploitation of unpatched vulnerabilities and limited forensic capabilities in the event of an incident. These risks have been evaluated and documented in our internal risk management file in accordance with IEC 81001-5-1 Annex F.

As a part of post-market surveillance, X-Nav will continue to monitor for relevant vulnerabilities and notify end users as appropriate.



Support and Transition Options

We encourage you to contact our Customer Service team to discuss upgrade options or transition to a supported platform. Our team can assist with migration planning and provide guidance on maintaining compliance with applicable regulatory requirements.

X-Nav Customer Service

+1 855-475-9628 ext 2

orders@x-navtech.com

If you need technical assistance, please contact our Technical Support team.

X-Nav Technical Support

+1 855-475-9628 ext 1

support@x-navtech.com

Thank you for your continued trust in X-Nav Technologies, LLC. We remain committed to supporting your clinical and cybersecurity needs.

Nicole Berens

Customer Success Manager

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Specific Details on Configurations of X-Guide

X-Guide Part Number	Estimated Serial Number Range	Latest Compatible Software
P007839 (Classic)	S0000100 - S0000163	3.4.2
	S0000197 - S0000345	
	S0000346 - S0000383	
	S0000164 - S0000196	3.1.1
	S0000346 - S0000383	