



# Sycle Noah Sync

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Installation and Upgrade Guide



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Revision 1.6

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# 1. Overview

This guide covers the preparation, data migration, and installation instructions for moving your practice to [Cycle Noah Sync \(SNS\)](#).

This process and guide are structured accordingly for installing or upgrading SNS. Summaries of the instructions are below.

## 1.1. Installation Summary

This is a summary of the workflow and instructions provided for a first-time installation of SNS. This summary (and the guide in general) assumes that you have an existing Noah installation on either a standalone Noah database (on a single PC) or using a shared office database.

In the [Obtaining an Upload Link and a Conversion License](#) chapter:

- Days (preferably about a week) prior to migrating your Noah data and installing Cycle Noah Sync, you contact Cycle's Customer Experience Team (at **888.881.7925** or [support@cycle.net](mailto:support@cycle.net)) to obtain
  - an upload link for your exported Noah patient data, and
  - a Noah Conversion key (used to convert your Noah System license to a Noah Engine license)

In the [Installing Cycle Noah Sync](#) chapter, you are instructed to:

- Review the requirements before proceeding with the installation ([Installation Requirements, page 3](#))
- Back up your Noah System data ([Creating a Noah System Data Backup, page 5](#))
- Export and upload your Noah System data file to Cycle ([Exporting and Uploading Noah System Data, page 7](#))
- Convert your Noah System license to a Noah Engine license ([Converting the Noah License, page 13](#))
- Install the software ([Running the Installation, page 15](#))

## 1.2. Upgrade Summary

This is a summary of the workflow and instructions provided for upgrading an existing SNS installation.

In the [Upgrading Cycle Noah Sync](#) chapter, you are instructed to:

- Review the requirements before proceeding with the upgrade ([Cycle Noah Sync \(SNS\) Upgrade Requirements, page 21](#))
- Back up your Noah directories ([Backing Up the Noah Directory, page 22](#))
- Install the upgrade ([Running the Upgrade, page 24](#))

## 2. Obtaining an Upload Link and a Conversion License

Prior to migrating your Noah data and installing Sycle Noah Sync, you need to contact the [Sycle Customer Experience Team](#). Ideally, this should be done some days (preferably a week) before you perform the migration.

CE will provide you with a link that you will use to upload your exported Noah System data (in the [Exporting and Uploading Noah System Data](#) chapter). They will also provide a Noah Conversion key that you will use to convert your Noah System license to a Noah Engine license (in the [Converting the Noah License](#) chapter).

You can contact the Customer Experience team by calling **888.881.7925** or by emailing [support@sycle.net](mailto:support@sycle.net).



If you already have SNS installed, do *not* proceed with the instructions in this chapter. Instead, refer to [Upgrading Sycle Noah Sync, page 21](#).

If you choose to call the CE team at **888.881.7925**:

- ☐ Be ready to provide CE with an email address that you can access on the PC containing your Noah installation.
- ☐ Have the registration number (a 16 digit alpha-numeric code) associated with your current Noah license ready. Your registration code can be found on the Proof-of-Purchase certificate.
- ☐ Inform CE that you are performing a migration from Noah (standalone) to Sycle Noah sync.
- ☐ Provide CE with a timeline for the migration.

If you email the CE team at [support@sycle.net](mailto:support@sycle.net), do the following:

- ☐ Ensure you can access the email address used to send the message to CE on the PC containing your Noah installation.
- ☐ Indicate that you are performing a migration from Noah (standalone) to Sycle Noah sync in the title/body of the email.
- ☐ Provide a timeline for the installation and migration.
- ☐ Provide the registration number (a 16 digit alpha-numeric code) associated with your current Noah license in the email message. Your registration code can be found on the Proof-of-Purchase certificate.
- ☐ Confirm the email address used to send the message is the correct email address to send your conversion key and upload link.

When you have the upload link and conversion key, you are ready to perform the migration and installation. Proceed to [Installing Sycle Noah Sync, page 3](#).

## 3. Installing Cycle Noah Sync

Installing Cycle Noah Sync (SNS) is a multi-step process that involves backing up your Noah System data, exporting and uploading your Noah System data file, converting your Noah System license to a Noah Engine license, and installing the software.



If you already have SNS installed, do *not* proceed with the instructions in this chapter. Instead, refer to [Upgrading Cycle Noah Sync, page 21](#).

### 3.1. Installation Requirements

Before you proceed with installing SNS, ensure that the following requirements are met. You may require assistance from your system administrator or IT department.

- ☐ You will not need to make any changes to NOAH patient data in the next 24–36 hours. Cycle recommends that you perform this migration after business hours and/or on a Friday to minimize any operation impact.
- ☐ If you have any third-party Noah modules installed, you have consulted your module manufacturers and confirmed that those modules are compatible with the version of Noah incorporated in SNS.
- ☐ Your PC is running one of the operating systems supported by SNS and Noah System 4.
  - Windows 11 – Excluding Windows 11 on Arm and Insider Preview builds.
  - Windows 10 – Excluding Long Term Service Channel/Branch (LTSC/LTSB) releases, Windows 10 Mobile OS, Windows 10 in S mode, Windows 10 on Arm, and Insider Preview builds.
  - Windows Server 2022/2019/2016 – Excluding Windows Server Core and Nano Server.
- ☐ Your PC meets the other minimum system requirements for Noah System 4<sup>1</sup>.
- ☐ Your Windows operating system has the latest Windows Updates and Service Packs applied.
- ☐ You know the administrator username and password for your PC. The installer must be run as an administrator account<sup>2</sup>.
- ☐ (Windows 11) Your **network profile type** is set to **Private**<sup>3</sup>.
- ☐ You, your system administrator, or your IT department are aware of any non-Microsoft antivirus programs or firewalls installed on your PC and are able to disable them for the duration of the installation process.
- ☐ (If applicable) Your system administrator or IT department are aware of the installation timeline and are available to offer assistance.

<sup>1</sup>These requirements are listed in the [Minimum system requirements for Noah System 4](http://www.himsa.com) article on <http://www.himsa.com>.

<sup>2</sup>The Administrator account must be set up with a valid password. Running the installer with an Administrator account without a password will fail.

<sup>3</sup>Instructions for changing your network profile type are available from Microsoft. See the *Make a network public or private* section of the [Essential Network Settings and Tasks in Windows](#) article on [support.microsoft.com](http://support.microsoft.com).

- ☐ You have obtained and have access to the upload link provided by the [Cycle Customer Experience Team](#) (see [Obtaining an Upload Link and a Conversion License, page 2](#)).
- ☐ You have obtained and have access to the Noah Conversion key (provided by the [Cycle Customer Experience Team](#)) that you will use to convert your Noah System license to a Noah Engine license (see [Obtaining an Upload Link and a Conversion License, page 2](#)).

## 3.2. Migrating Noah System Data

The Noah System's patient data must be backed up (for redundancy), exported, uploaded to Cycle, and your Noah System license converted to a Noah Engine license before you install Cycle Noah Sync.

### 3.2.1. Creating a Noah System Data Backup

The patient data on your Noah System must be backed up. This ensures you can restore your Noah database if there are problems with the migration.

These instructions assume that the default database backup location is configured. You can verify your configured backup location in the Noah Console by navigating to *Database Tools* → *Backup Scheduler* and reviewing the *Backup Location* → **Location** field.

If you are using a custom backup location outside the `C:\ProgramData\HIMSA\*` directory (such as an external storage device or a network share), follow only [Step 1](#) and [Step 2](#).



These steps must be performed immediately before installing Cycle Noah Sync, and at a time when no changes will be made to patient data for the next 24–36 hours (see [Installation Requirements, page 3](#)).



This guide assumes that you are migrating either a standalone Noah database (on a single PC) or using a shared office database. If using a shared office database, ensure all steps are performed on the PC running the shared office database (i.e. your Noah Server).

1. Open the **Noah Console**.

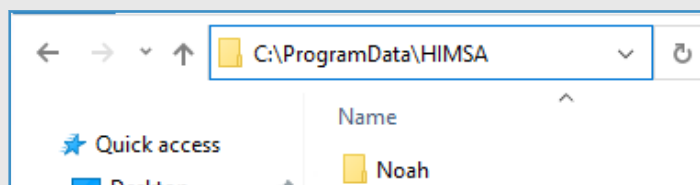


The **Noah Console** can be opened from the Noah software (*File* → **Noah Console**) or from Windows (*Programs* → *HIMSA* → **Noah Console**).

2. Navigate to and click *Noah Console Tools* → *Database Administration* → *Tools* → **Backup**
3. In Windows Explorer, navigate to `C:\ProgramData\HIMSA`.



If you can not see the `ProgramData` directory in `C:\`, enter the full path directly in your Windows Explorer address bar and press **Enter**.







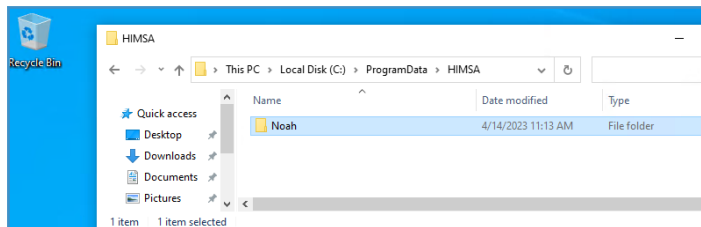
If the above directory does not exist, navigate instead to C:\Program Files (x86)\HIMSA.

4. Copy the Noah directory from C:\ProgramData\HIMSA to a secondary location. This example uses the local PC's Desktop.

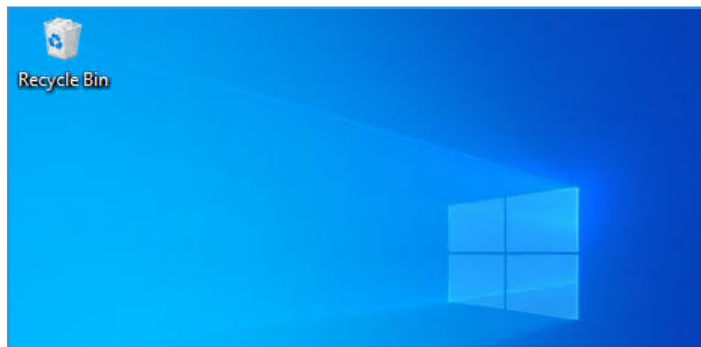


If the above directory does not exist, copy the Noah 4 directory from C:\Program Files (x86)\HIMSA to the secondary location using the same steps.

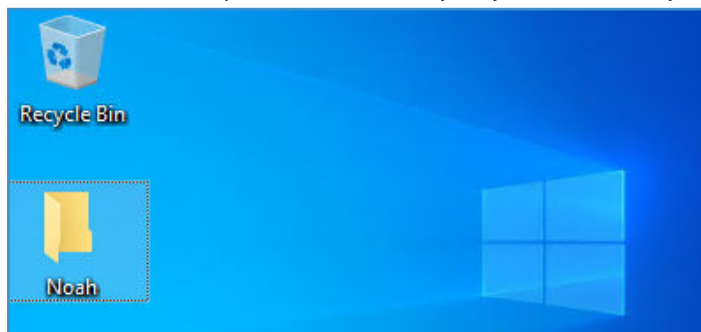
- a. Click the Noah directory and press **CTRL+C** to copy the directory.



- b. Navigate to your secondary location. In this example, we navigate to the Desktop (⌘ Win+D).



- c. Press **CTRL+V** to paste the directory to your secondary location.



### 3.2.2. Exporting and Uploading Noah System Data

After you have backed up your Noah System data ([Creating a Noah System Data Backup, page 5](#)), you must export your patient data and upload it to Cycle.



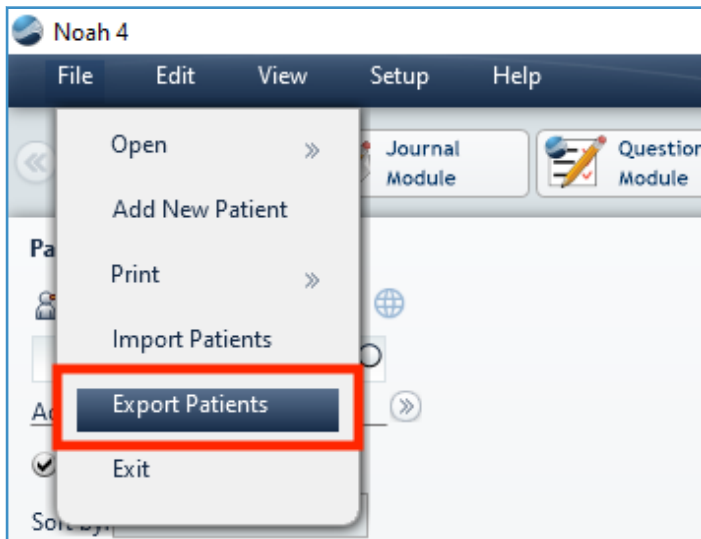
These steps must be performed immediately before installing Cycle Noah Sync, and at a time when no changes will be made to patient data for the next 24–36 hours (see [Installation Requirements, page 3](#)).



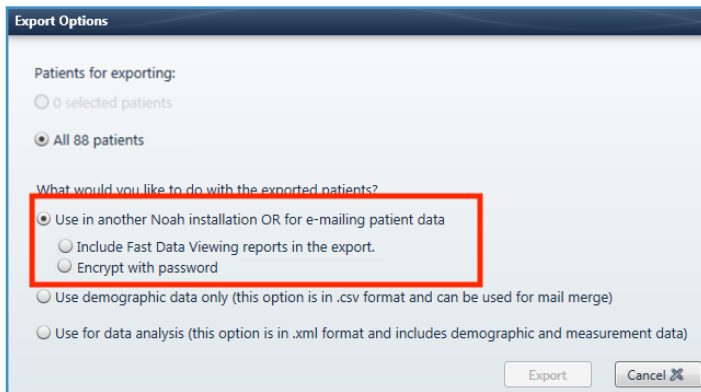
This guide assumes that you are migrating either a standalone Noah database (on a single PC) or using a shared office database. If using a shared office database, ensure all steps are performed on the PC running the shared office database (i.e. your Noah Server).

### Exporting Noah System Data

1. In your Noah software, navigate to and click *File* → **Export Patients**.



2. In the *Export Options* window, do the following:



- a. Select *Under Patients for exporting* → **All patients**.
- b. Select *What would you like to do with exported patients?* → **Use in another Noah installation OR for e-mailing patient data**.
- c. Under **Use in another Noah installation OR for e-mailing patient data**, deselect the **Include Fast Data Viewing reports in the export** and **Encrypt with password** options.



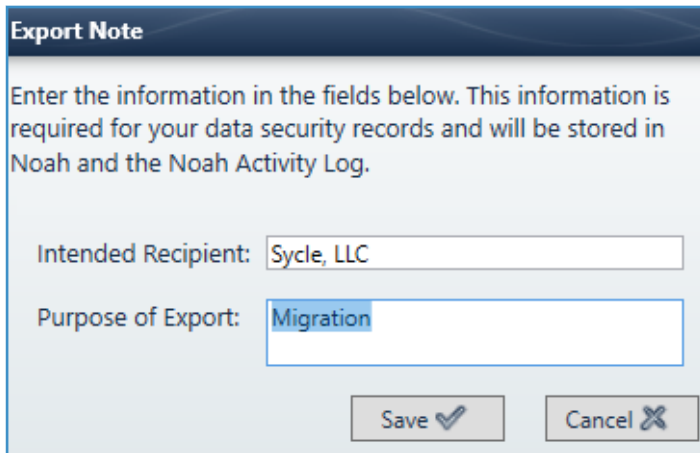
These options are enabled by default. Ensure these fields are *disabled* enabled before proceeding. Disabling these options is required for Noah to export the patient data in the .nhax format required for Sycle to import your data to Sycle Noah Sync.



These fields will not appear on versions of Noah lower than Noah 4.9.

- d. Click **OK** or **Export**.

3. In the *Export Note* window, enter the *Intended Recipient* as **Sycle, LLC** and the *Purpose of Export* as **Migration**. Click **Save**.



**Export Note**

Enter the information in the fields below. This information is required for your data security records and will be stored in Noah and the Noah Activity Log.

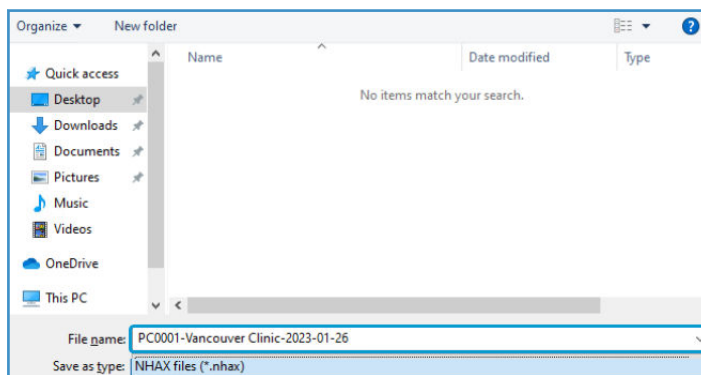
Intended Recipient:

Purpose of Export:



This window will not appear on versions of Noah lower than Noah 4.10.

4. In the *Save As* window, navigate to a location where you will save the file, then do the following:
  - a. In the *File Name* field, enter the name of the file in the following format:  
PCXXXX-Clinic Name-Date



Organize ▾ New folder

Quick access

- Desktop
- Downloads
- Documents
- Pictures
- Music
- Videos
- OneDrive
- This PC

No items match your search.

File name:

Save as type:

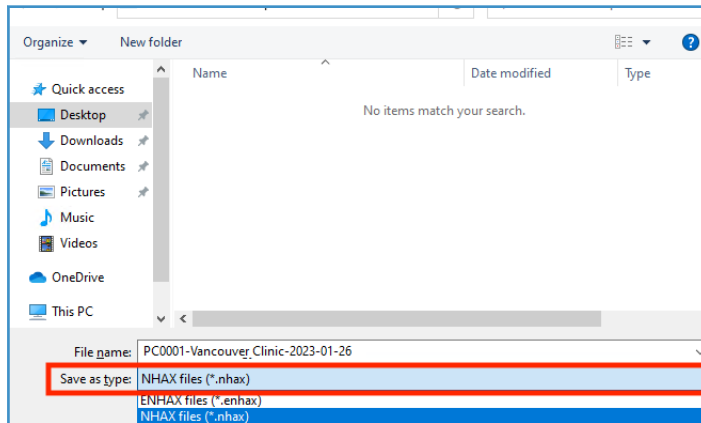


Dates should be in ISO 8601 format, e.g. YYYY-MM-DD.



An example file name would be PC0001-Vancouver Clinic-2023-01-26

- b. In the *Save as Type* field, select **NHAX files (\*.nhax)**.



c. Click **Save**.

## Uploading Noah Data to Sharefile

1. Open the email provided by the Customer Experience team.



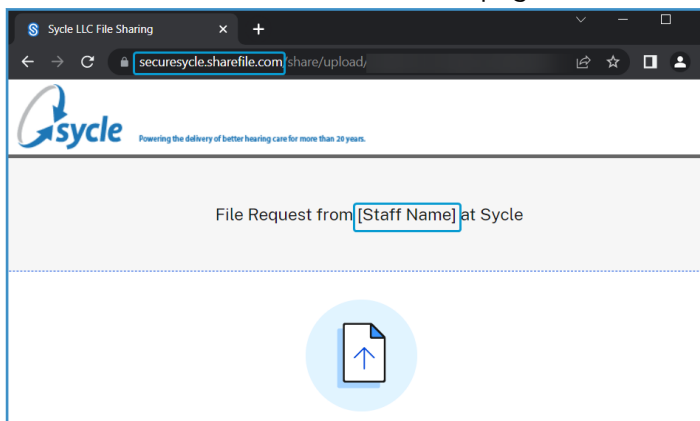
This email was sent as a part of the preparation steps performed in the [Obtaining an Upload Link and a Conversion License](#) chapter.

2. Click the link in the email from the Customer Experience team.

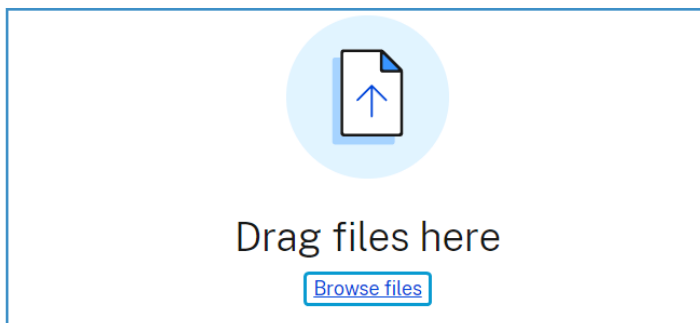


Never click any links in *unsolicited* emails. If in any doubt about an email message that seems to originate from Sycle, contact the *.Sycle Customer Experience Team*.

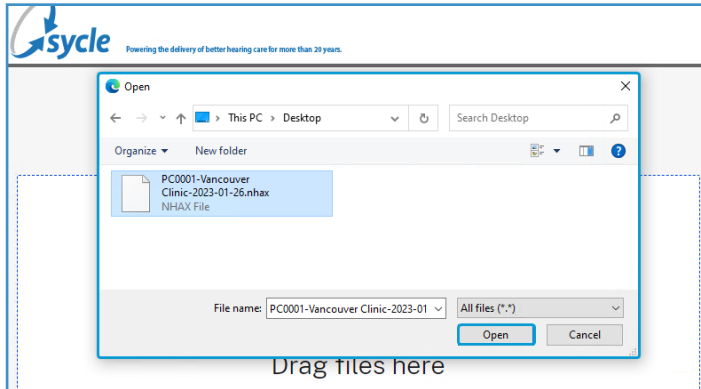
3. Verify the domain (`securesycle.sharefile.com`) in your browser's address bar and that the CE team member's name is shown on the page.



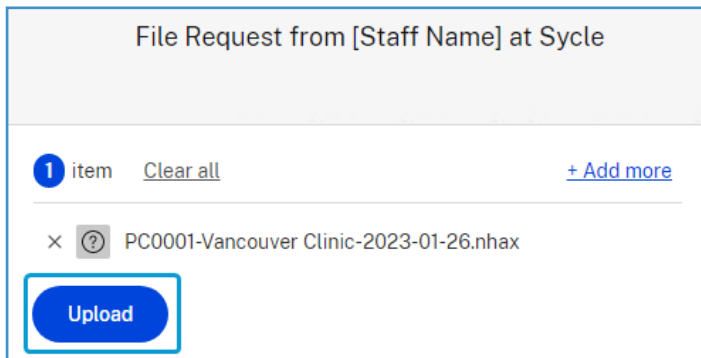
4. Click **Browse Files**.



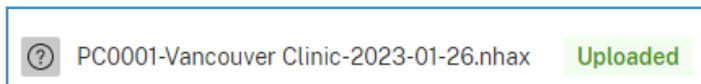
5. In the *Open* window, navigate to and select the `PCXXXX-Clinic Name-Date` file you exported in [Step 4](#) of the [Exporting Noah System Data](#) instructions chapter and click **Open**.



6. Verify the information on screen, then click **Upload**.



7. Wait for the file upload to complete.



After the file has been uploaded, contact the [Sycle Customer Experience Team](#) team by calling 888.881.7925 or by emailing [support@sycle.net](mailto:support@sycle.net) and verify that the file upload was successful. If the file upload was successful, proceed to the [Converting the Noah License](#), page 13 chapter.

### 3.2.3. Converting the Noah License

You will now use your Noah Conversion key to convert your Noah System license to a Noah Engine license.

You will need both the Noah Conversion key provided by the [Cycle Customer Experience Team](#) (see [Obtaining an Upload Link and a Conversion License, page 2](#)) and the registration number associated with your current Noah license<sup>4</sup>.

#### Converting to and Downloading the Noah Engine License

1. Navigate to the *Noah License Registration Page* at [registration.himsa.dk](https://registration.himsa.dk)



You can also open the *Noah License Registration Page* by navigating to [himsa.com](https://himsa.com), then selecting *Quick Links* → **Register your Noah license**.

2. In the **License Registration Number** field, enter the **Noah Conversion key** provided by the Customer Experience Team and click **Submit**.



3. Review the *License Agreement* and click **I Agree**.
4. On the *Noah upgrade* page, enter the registration number associated with your current Noah license<sup>4</sup> in the **Registration Number** field and click **Submit**.



5. On the *Register your Noah License* page, verify the accuracy of the information in all fields and click **Submit**.



You must contact HIMSA to resolve any inaccuracies on this page.

6. Click **Download** to download the `License.exe` file.

Proceed to [Running the License Conversion File, page 14](#).

<sup>4</sup>This registration number is the same 16 digit alpha-numeric code you provided to CE in the [Obtaining an Upload Link and a Conversion License, page 2](#) chapter.

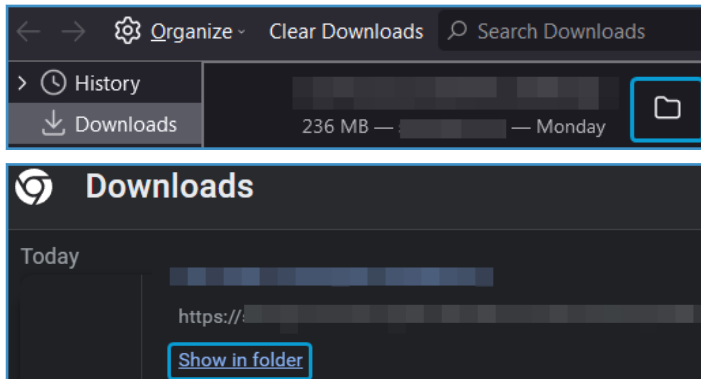


## Running the License Conversion File

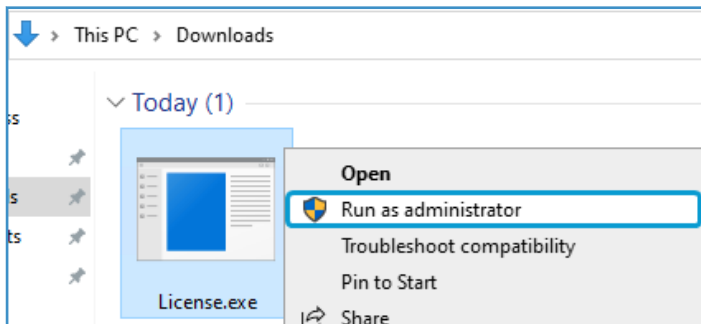
1. Navigate to your Downloads directory.



On most browsers, the easiest way to view your recent downloads is by opening the browser and pressing **CTRL+J** on your keyboard. When the downloads tab or window appears, you can click the appropriate icon or text to open your downloads folder (shown below).



2. Right-click the `License.exe` file and select **Run as Administrator**.



If file name extensions are not visible on your computer, this file will display only as `License` and will not show the `.exe` extension. This does not affect the installation process.

3. If the *User Account Control* window appears, click **Yes**.



This window may not appear on your device. This does not affect the installation process and you can ignore this step.

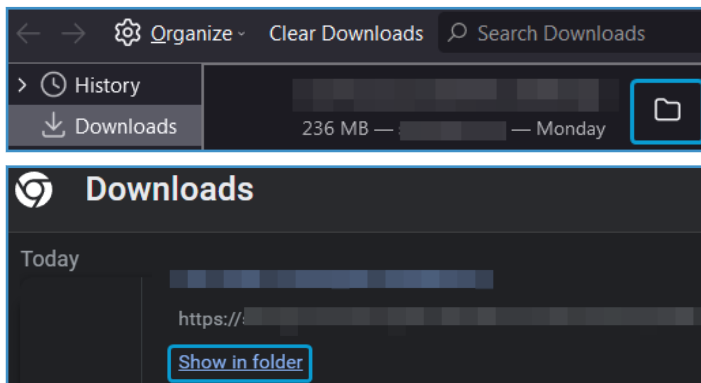
4. When the installer opens, follow the installation instructions on screen to proceed through the installation.
5. When the installation of the license file is complete, ensure the *Result* window shows "The NOAH license file has been successfully installed" and click **OK**.

### 3.3. Running the Installation

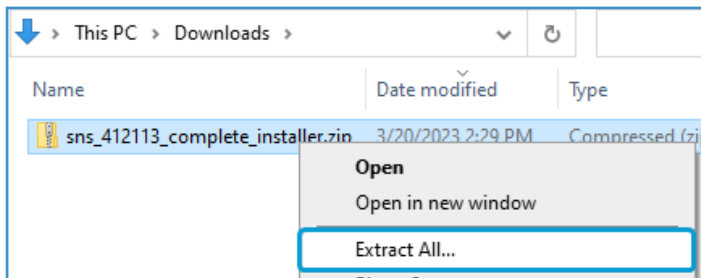
1. (If applicable) Pause or disable any non-Microsoft antivirus programs or firewalls installed on your PC.
2. Open your web browser and navigate to [sycle.com/noah-sync-download](https://sycle.com/noah-sync-download).
3. Click the download link on that page to download the SNS installer package.
4. Navigate to your Downloads directory.



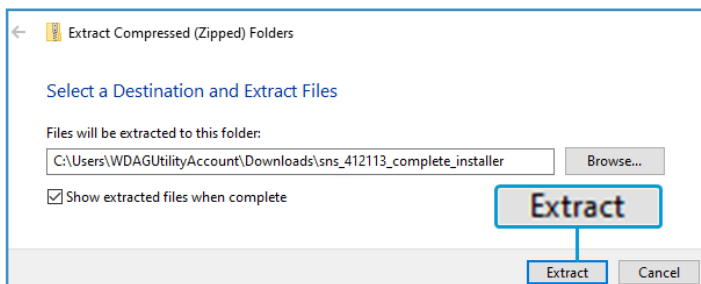
On most browsers, the easiest way to view your recent downloads is by opening the browser and pressing **CTRL+J** on your keyboard. When the downloads tab or window appears, you can click the appropriate icon or text to open your downloads folder (shown below).



5. In the Downloads directory, **right-click** the downloaded installation package and select **Extract All**.

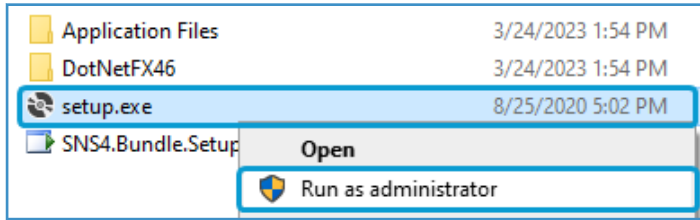


6. Do not change any of the options in the *Extract Compressed (Zipped) Folders* window. Click **Extract**.



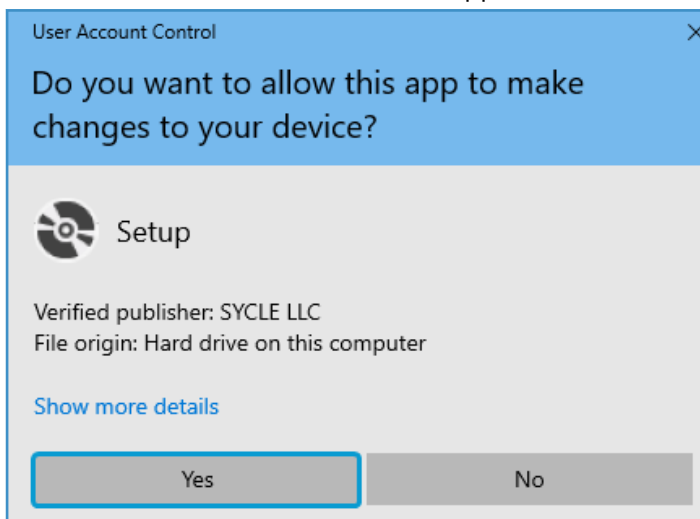
Wait for the files to finish extracting. When the extraction is complete, the location of the extracted files will open in a new Windows Explorer window.

7. **Right-click** the `setup.exe` file and select **Run as Administrator**.



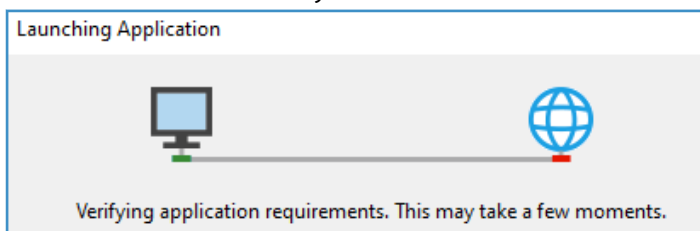
If file name extensions are not visible on your computer, this file will display only as setup and will not show the .exe extension. This does not affect the installation process.

8. If the *User Account Control* window appears, click **Yes**.



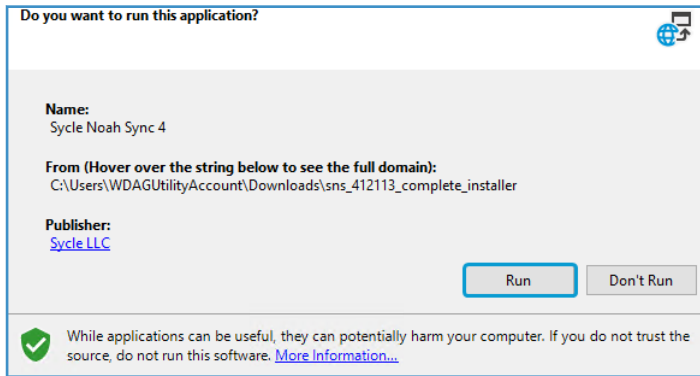
This window may not appear on your device. This does not affect the installation process; simply ignore this step and proceed to [Step 9](#).

9. Wait for the *Launching Application* window to finish verifying the application requirements. Do *not* exit this window manually.

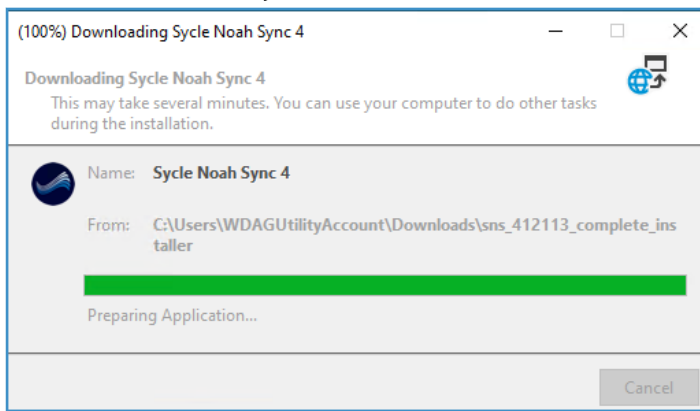


When this step is completed (automatically), the installer closes this window and opens the *Application Run - Security Warning* window.

10. In the *Application Run - Security Warning* window, select **Run**.



11. Wait for the *Downloading Cycle Noah Sync* window to finish the download process. Do not exit this window manually.

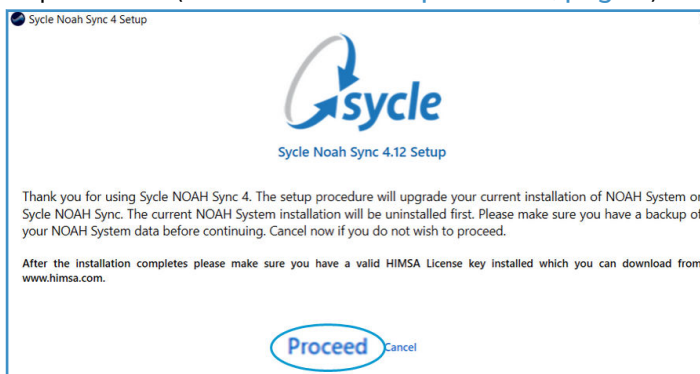


When this step is completed (automatically), the installer closes this window and opens the *Cycle Noah Sync Setup* window.



This window may only be briefly visible before it closes automatically. If you do not see this window, simply proceed to [Step 12](#).

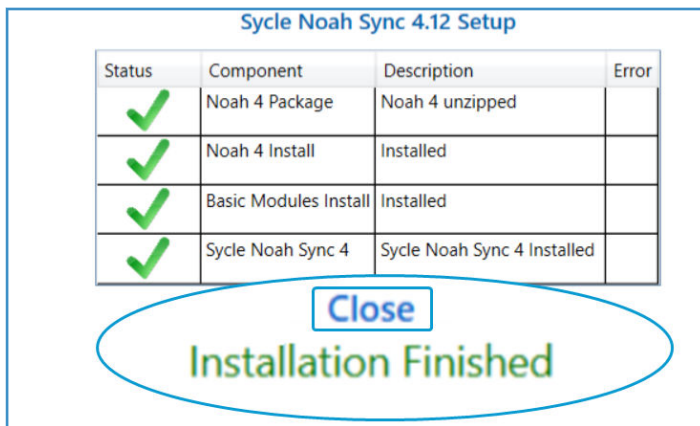
12. Review the contents of the *Cycle Noah Sync Setup* window. If you have fulfilled the conditions and requirements (see [Installation Requirements, page 3](#)), click **Proceed**.





If you have *not* fulfilled the conditions and requirements (see [Installation Requirements, page 3](#)), this is your last chance to cancel the installation process. If you have not reviewed the requirements, click **Cancel** to abort the installation. When all the requirements have been met, you can start the installation again from [Step 7](#).

13. Wait for the installer to complete the installation. This process is automatic. Do not close or exit any of the windows that appear during the installation process.
14. (If applicable) Un-pause or enable any non-Microsoft antivirus programs or firewalls that you disabled in [Step 1](#).
15. When the installer shows **Installation Finished**, click **Close**.



Proceed to [Post-Installation, page 19](#).

### 3.4. Post-Installation

The [Cycle Customer Experience Team](#) will contact you approximately 24–36 hours after you confirmed the Noah data was uploaded to Sharefile (see [Exporting and Uploading Noah System Data, page 7](#)) to confirm that your data has been migrated.

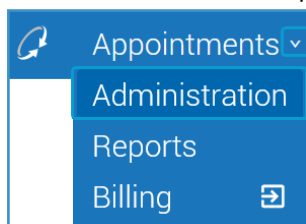
Sycle recommends that staff verify that scheduled patients have their hearing session data available prior to those patients' appointments. There may be unmatched hearing sessions that require manual matching.

#### Adapt Unmatched Patient Records

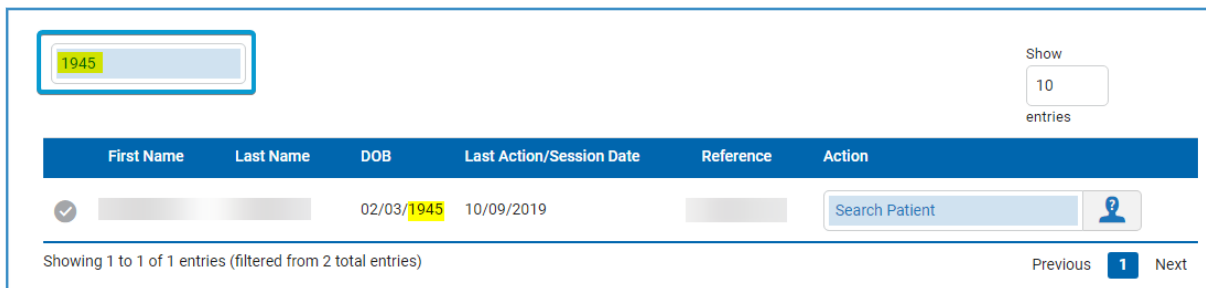
Historical hearing session data is migrated to SNS by matching patients' first and last names and their date of birth. Unmatched patient records are corrected on the *Administration* → *SNS* → **NOAH Admin** page.

If you find a patient record that appears to be missing historical hearing data, record that patient's [Patient ID](#) and follow the steps below.

1. Navigate to the *Administration* screen.
  - Click the arrow in the top-left of the screen. From the dropdown menu, select **Administration**.



2. On the *Administration* screen, navigate to *SNS* → **NOAH Admin**.
3. On the *NOAH Admin* screen, select a clinic (or all clinics) in the **Clinic** field.
4. Use the **Search** field to search for the patient's Noah data using any combination of First Name, Last Name, DOB, Last Action/Session Date, or Reference data.








 A screenshot of the 'NOAH Admin' search interface. At the top, there is a search input field with the value '1945' entered. To the right of the search field is a 'Show' button with a dropdown menu set to '10 entries'. Below the search field is a table with the following columns: 'First Name', 'Last Name', 'DOB', 'Last Action/Session Date', 'Reference', and 'Action'. The table contains one row of data: a checkmark icon, a blurred first name, a blurred last name, the date '02/03/1945', the date '10/09/2019', a blurred reference, and a 'Search Patient' button. Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 2 total entries)'. At the bottom right, there are 'Previous' and 'Next' buttons, with the number '1' in a blue box between them.


The First Name, Last Name, and Date of Birth used in the search are as they were stored on the NOAH database (not in Sycle).



If you are unable to find the patient, try entering only one parameter; for example, try only the patient's first or last name, or try just entering the year of their date of birth.

- In the **Action** field of the matching record, search for and select the matching patient record in Cycle..

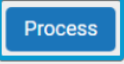
First Name	Last Name	DOB	Last Action/Session Date	Reference	Action
OfflineTest	Patient01	01/02/1934	07/09/2019	Offline Test	Search Patient 
		02/03/1938	09/21/2016		Joseph  
OfflineTest	Patient02	02/03/1945	10/09/2019	Offline Test	Search Patient 


Showing 1 to 3 of 3 entries

Previous **1** Next

- Click **Process**.











## NOAH Admin



Clinic: All 

[Click here to request Noah Mobile setup.](#)

Show  
  
 entries

First Name	Last Name	DOB	Last Action/Session Date	Reference	Action
		01/02/1934	07/09/2019	Offline Test	Search Patient 
		02/03/1938	09/21/2016		Joseph  
		02/03/1945	10/09/2019	Offline Test	Search Patient 

Showing 1 to 3 of 3 entries

Previous **1** Next

## 4. Upgrading Cycle Noah Sync

### 4.1. Cycle Noah Sync (SNS) Upgrade Requirements

Ensure that the following requirements are met before you proceed with the upgrade. You may require assistance from your system administrator or IT department.

- ☐ SNS can not be used during the upgrade. The upgrade will take 10–30 minutes depending on your PC and configuration.
- ☐ If you have any third-party Noah modules installed, you have consulted your module manufacturers and confirmed that those modules are compatible with the version of Noah incorporated in the SNS upgrade.
- ☐ Your PC is running one of the operating systems supported by SNS and Noah System 4.
  - Windows 11 – Excluding Windows 11 on Arm and Insider Preview builds.
  - Windows 10 – Excluding Long Term Service Channel/Branch (LTSC/LTSB) releases, Windows 10 Mobile OS, Windows 10 in S mode, Windows 10 on Arm, and Insider Preview builds.
  - Windows Server 2022/2019/2016 – Excluding Windows Server Core and Nano Server.
- ☐ Your PC meets the other minimum system requirements for Noah System 4<sup>5</sup>.
- ☐ Your Windows operating system has the latest Windows Updates and Service Packs applied.
- ☐ You know the administrator username and password for your PC. The installer must be run as an administrator account<sup>6</sup>.
- ☐ You, your system administrator, or your IT department are aware of any non-Microsoft antivirus programs or firewalls installed on your PC and are able to disable them for the duration of the installation process.
- ☐ (If applicable) Your system administrator or IT department are aware of the upgrade timeline and are available to offer assistance.

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<sup>5</sup>These requirements are listed in the [Minimum system requirements for Noah System 4](http://www.himsa.com) article on <http://www.himsa.com>.

<sup>6</sup>The Administrator account must be set up with a valid password. Running the installer with an Administrator account without a password will fail.



## 4.2. Backing Up the Noah Directory

You must back up your Noah files prior to running the upgrade. This ensures you can restore your Noah data and modules if there are problems with the upgrade.

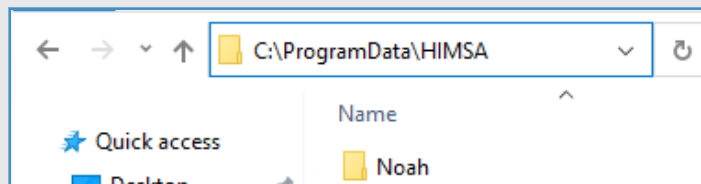


Backing up your files before proceeding with the upgrade is not optional—it is mandatory. Failure to create a backup can result in the permanent loss of your current Noah module settings.

1. In Windows Explorer, navigate to `C:\ProgramData\HIMSA`.



If you can not see the `ProgramData` directory in `C:\`, enter the full path directly in your Windows Explorer address bar and press **Enter**.



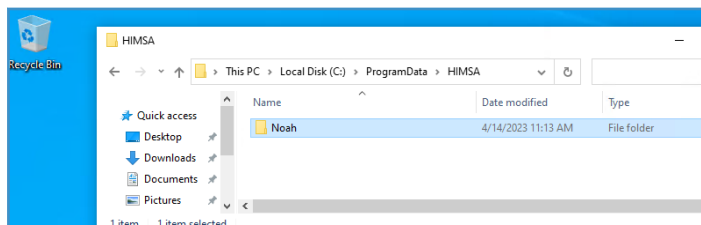
If the above directory does not exist, navigate instead to `C:\Program Files (x86)\HIMSA`.

2. Copy the Noah directory from `C:\ProgramData\HIMSA` to a secondary location. This example uses the local PC's Desktop.

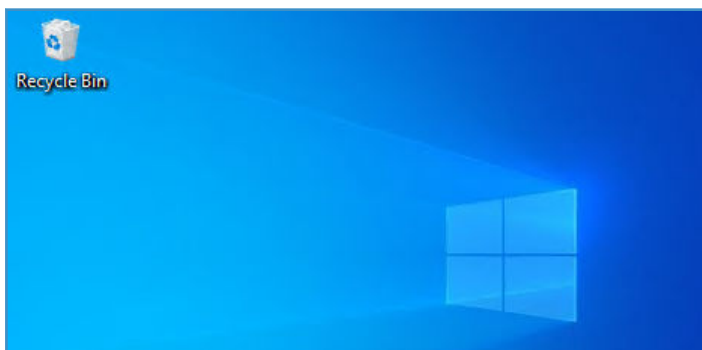


If the above directory does not exist, copy the `Noah 4` directory from `C:\Program Files (x86)\HIMSA` to the secondary location using the same steps.

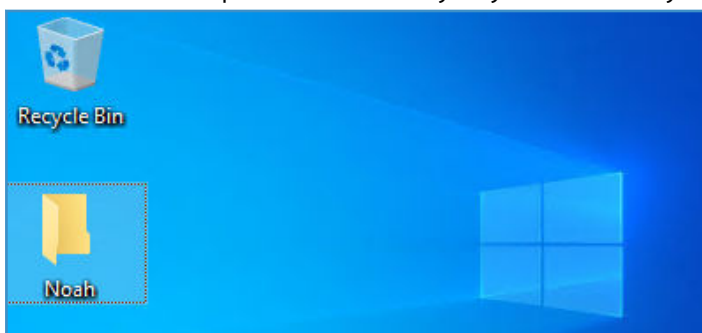
- a. Click the Noah directory and press **CTRL+C** to copy the directory.



- b. Navigate to your secondary location. In this example, we navigate to the Desktop (**Win+D**).



- c. Press **CTRL+V** to paste the directory to your secondary location.



With the backup in place, proceed to [Running the Upgrade, page 24](#).

## 4.3. Running the Upgrade

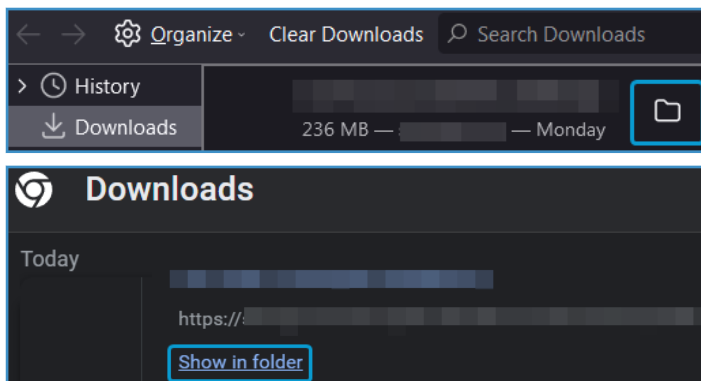


Do not proceed with this section before confirming that the requirements have been met ([Cycle Noah Sync \(SNS\) Upgrade Requirements, page 21](#)) and your Noah directory is backed up ([Backing Up the Noah Directory, page 22](#)).

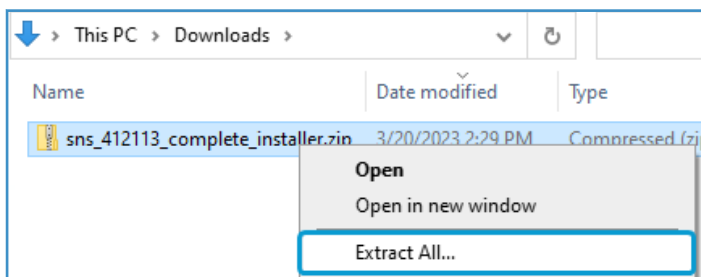
1. (If applicable) Pause or disable any non-Microsoft antivirus programs or firewalls installed on your PC.
2. Open your web browser and navigate to [cycle.com/noah-sync-download](https://cycle.com/noah-sync-download).
3. Click the download link on that page to download the SNS upgrade package.
4. Navigate to your Downloads directory.



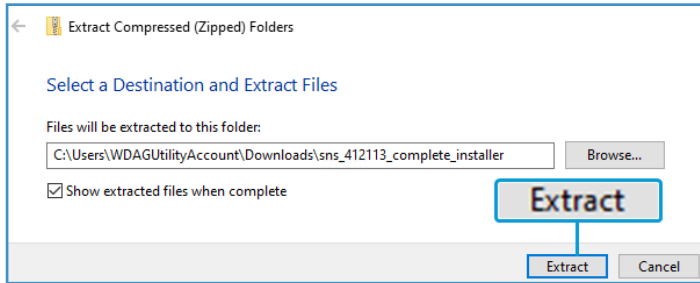
On most browsers, the easiest way to view your recent downloads is by opening the browser and pressing **CTRL+J** on your keyboard. When the downloads tab or window appears, you can click the appropriate icon or text to open your downloads folder (shown below).



5. In the Downloads directory, **right-click** the downloaded upgrade package and select **Extract All**.

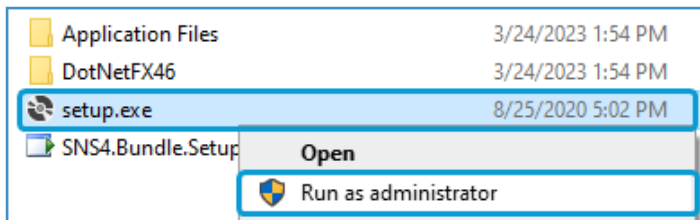


6. Do not change any of the options in the *Extract Compressed (Zipped) Folders* window. Click **Extract**.



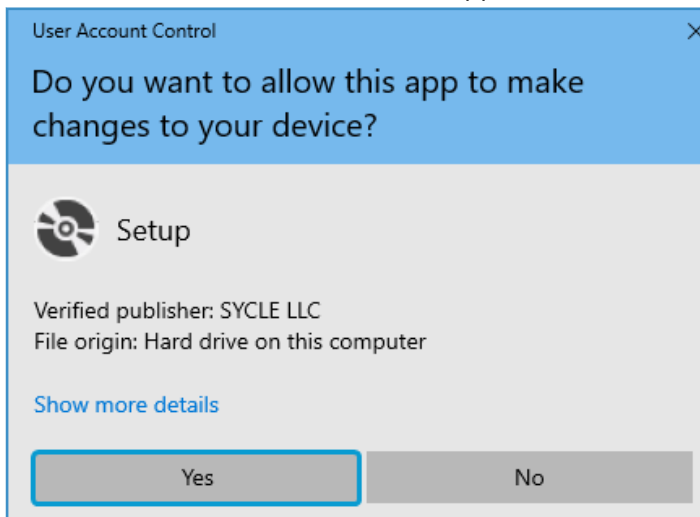
Wait for the files to finish extracting. When the extraction is complete, the location of the extracted files will open in a new Windows Explorer window.

7. **Right-click** the `setup.exe` file and select **Run as Administrator**.



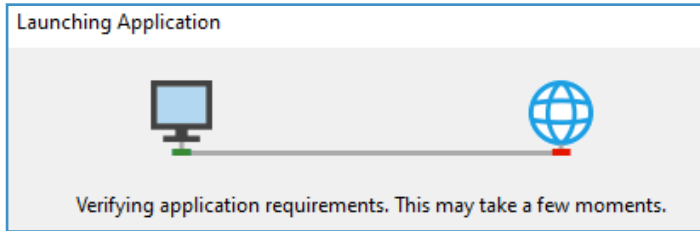
If file name extensions are not visible on your computer, this file will display only as `setup` and will not show the `.exe` extension. This does not affect the upgrade process.

8. If the *User Account Control* window appears, click **Yes**.



This window may not appear on your device. This does not affect the upgrade process; simply ignore this step and proceed to [Step 9](#).

9. Wait for the *Launching Application* window to finish verifying the application requirements. Do *not* exit this window manually.

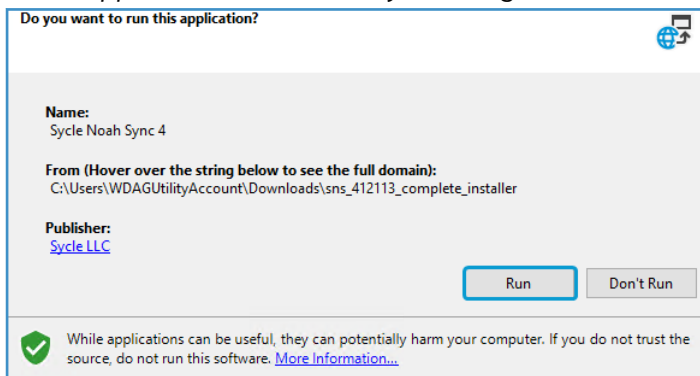


When this step is completed (automatically), the installer closes this window and opens the *Application Run - Security Warning* window.

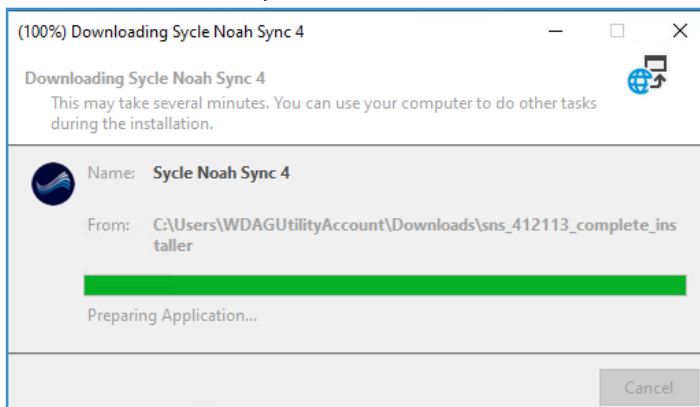


This window may only be briefly visible before it closes automatically. If you do not see this window, simply proceed to [Step 10](#).

10. In the *Application Run - Security Warning* window, select **Run**.



11. Wait for the *Downloading Cycle Noah Sync* window to finish the download process. Do not exit this window manually.

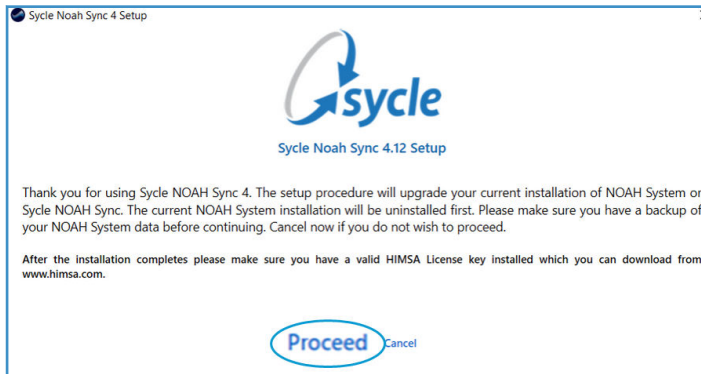


When this step is completed (automatically), the installer closes this window and opens the *Cycle Noah Sync Setup* window.



This window may only be briefly visible before it closes automatically. If you do not see this window, simply proceed to [Step 12](#).

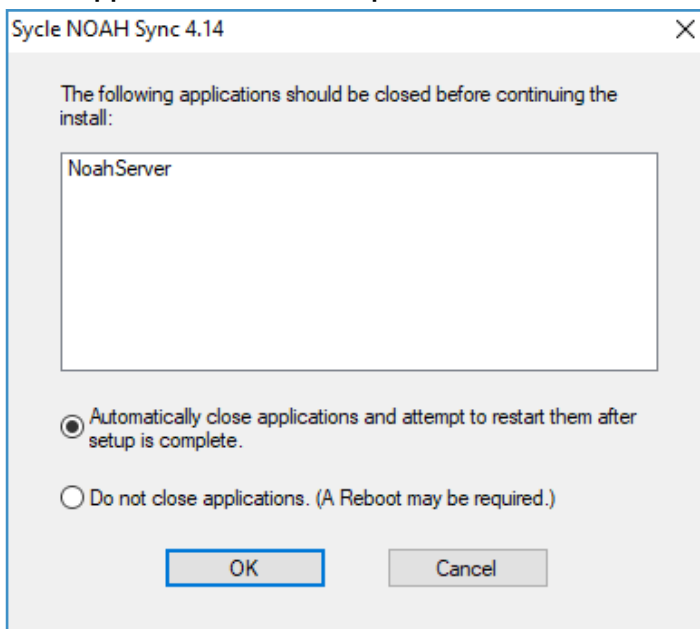
12. Review the contents of the *Cycle Noah Sync Setup* window. If you have fulfilled the conditions and requirements (see [Cycle Noah Sync \(SNS\) Upgrade Requirements, page 21](#)), click **Proceed**.



If you have *not* fulfilled the conditions and requirements (see [Cycle Noah Sync \(SNS\) Upgrade Requirements, page 21](#)), this is your last chance to cancel the upgrade process. If you have not reviewed the requirements, click **Cancel** to abort the upgrade. When all the requirements have been met, you can start the upgrade again from [Step 7](#).

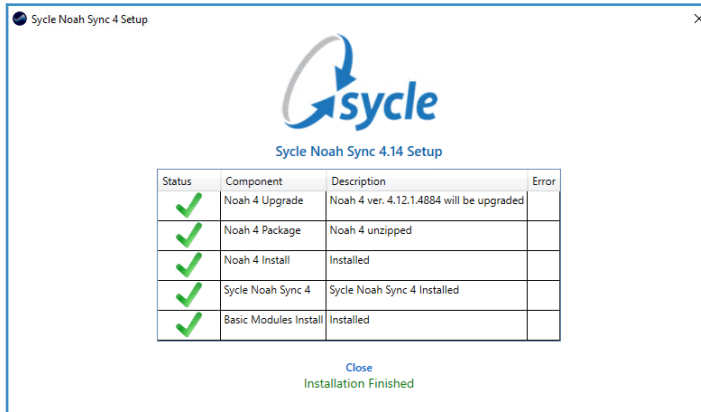
13. Wait for the installer to complete the upgrade. This process is automatic.

If you are prompted to close any applications before continuing the upgrade, select **Automatically close applications and attempt to restart them after setup is complete** and click **OK**.



Do *not* close or exit any other windows that appear during the upgrade process.

14. When the installer shows **Installation Finished**, click **Close**.



15. (If applicable) Un-pause or enable any non-Microsoft antivirus programs or firewalls that you disabled in [Step 1](#).
16. (If applicable) Repeat this procedure for all other PCs running SNS.

## Appendix A. Glossary

# Glossary

The following terms are used in this document:

**Patient ID** An automatically-generated identification number used to accurately match patients' data within and across Sycle.

Patient IDs can be seen on the Patient Summary screen.



**Sycle Customer Experience Team** Sycle's dedicated team is just a phone call or email away.

For sales, training or support requests, call **888.881.7925**.

You can also contact the team via email at [support@sycle.net](mailto:support@sycle.net).

**Sycle Noah Sync (SNS)** Sycle's SNS offers the ability to store your Noah data securely in the cloud, letting you share data between workstations and locations with no special networking configuration required. A patient's entire audiological record is available for view from any clinic that has access to the patient record.



## Appendix B. Document Revision History

Rev #	Date	Description
1.6	2025-06-02	<ul style="list-style-type: none"> <li>Added network profile type set to Private as a requirement for Windows 11 PCs to <a href="#">Installation Requirements, page 3</a>.</li> </ul>
1.5	2025-05-01	<ul style="list-style-type: none"> <li>Changed URL of the Cycle Noah Sync download/upgrade package download page.</li> </ul>
1.4	2025-04-30	<ul style="list-style-type: none"> <li>Removed upgrade path from <a href="#">Cycle Noah Sync (SNS) Upgrade Requirements, page 21</a> as Noah's upgrade path information is only applicable when upgrading the database used by Noah Systems and does not apply to Noah 4-compatible business systems.</li> </ul>
1.3	2025-03-13	<ul style="list-style-type: none"> <li>Fixed version-specific step in <a href="#">Adapt Unmatched Patient Records, page 19</a> being included in the wrong versions of the document.</li> </ul>
1.2	2025-02-07	<ul style="list-style-type: none"> <li>Updated instructions in <a href="#">Cycle Noah Sync (SNS) Upgrade Requirements, page 21</a> and the caution admonition in <a href="#">Running the Upgrade, page 24</a> to contact Cycle if current version lower than 4.9 to 4.14.</li> <li>Added new warning admonition to <a href="#">Backing Up the Noah Directory, page 22</a>.</li> <li>Added new important admonition to <a href="#">Running the Upgrade, page 24</a>.</li> <li>Corrected some minor typographic errors.</li> </ul>
1.1	2024-10-23	<ul style="list-style-type: none"> <li>Added <a href="#">Post-Installation, page 19</a> chapter with the <a href="#">Adapt Unmatched Patient Records, page 19</a> section.</li> </ul>
1.0	2023-04-17	<ul style="list-style-type: none"> <li>Changed directory structure in <a href="#">Creating a Noah System Data Backup, page 5</a> to include the entire /Noah (or Noah 4) directory.</li> <li>Added <a href="#">Backing Up the Noah Directory, page 22</a> chapter to Upgrade section.</li> <li>Added instruction in <a href="#">Cycle Noah Sync (SNS) Upgrade Requirements, page 21</a> to contact CE if current version lower than 4.9.</li> <li>Added caution admonition to <a href="#">Running the Upgrade, page 24</a> for users to contact CE if current version lower than 4.9.</li> <li>Added the upgrade backup instructions to the summary in <a href="#">Overview, page 1</a>.</li> <li>Document classification changed to Public. Removed Confidential label, <i>Legal Notice</i>, and watermark.</li> </ul>
0.3	2023-04-12	<ul style="list-style-type: none"> <li>Minor changes to sentence structure in <a href="#">Cycle Noah Sync (SNS) Upgrade Requirements, page 21</a>.</li> </ul>

Rev #	Date	Description
0.2	2023-04-04	<ul style="list-style-type: none"><li>• Added <a href="#">Overview, page 1</a> and the summaries of instructions.</li><li>• Updated installation and upgrade requirements.</li><li>• Changed download link for SNS installer package from <a href="https://sycle.com/pricing-features/noah-sync/">sycle.com/pricing-features/noah-sync/</a> to <a href="https://sycle.com/noah-synch-download">sycle.com/noah-synch-download</a>.</li><li>• Added installation/upgrade steps for disabling and re-enabling any non-Microsoft anti-virus or firewall programs.</li></ul>
0.1	2023-03-31	Initial document creation.