



Sycle Noah Sync

Installation and Upgrade Guide



June 2, 2025
Revision 1.6

Copyright and Trademark

Copyright © 2025 Sycle, LLC. All rights reserved. Sycle® is a registered trademark of Sycle, LLC. Other names may be trademarks of their respective holders. Reference to these names is not intended to imply sponsorship, affiliation, or endorsement of Sycle, LLC or Sycle.Net Technologies (Canada) Ltd.

Noah® is a registered trademark of HIMSA II K/S (HIMSA) in the USA. Outside the USA, Noah™ is a trademark of HIMSA II K/S. The Noah software and all intellectual rights pertaining to the Noah software are owned by HIMSA II K/S. Use of the Noah software is subject to the Noah End User License Agreement (EULA) and the terms of use contained in the EULA.

Disclaimer

The information provided by Sycle, LLC ("we," "us," or "our") in this document (the "Document") is subject to change without notice. We may make improvements and/or changes at any time to the product(s) and/or program(s) described in the Document. While all information in the Document is provided in good faith, we provide this information with no representation or warranty of any kind, express or implied.

The Document can not and does not contain medical/health advice. Any examples of medical/health information within the Document are provided with the intention of demonstrating the function of a product or service and are not intended to be seen as accurate or representative medical information.

The Document may contain links to materials or websites containing content belonging to or originating from third parties. We do not warrant, endorse, guarantee, or assume responsibility for the accuracy or reliability of any information or service offered by third-party material or websites linked within the Document.

The Document and the information provided in the Document are not authorized by, endorsed by, sponsored by, affiliated with, or otherwise approved by HIMSA II K/S.

Table of Contents

1. Overview	1
1.1. Installation Summary	1
1.2. Upgrade Summary	1
2. Obtaining an Upload Link and a Conversion License	2
3. Installing Sycle Noah Sync	3
3.1. Installation Requirements	3
3.2. Migrating Noah System Data	5
3.2.1. Creating a Noah System Data Backup	5
3.2.2. Exporting and Uploading Noah System Data	8
3.2.3. Converting the Noah License	14
3.3. Running the Installation	16
3.4. Post-Installation	20
4. Upgrading Sycle Noah Sync	23
4.1. Sycle Noah Sync (SNS) Upgrade Requirements	23
4.2. Backing Up the Noah Directory	24
4.3. Running the Upgrade	26
A. Glossary	31
B. Document Revision History	32

1. Overview

This guide covers the preparation, data migration, and installation instructions for moving your practice to [Sycle 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 Sycle Noah Sync, you contact Sycle's Customer Experience Team (at **888.881.7925** or support@sycle.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 Sycle 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 Sycle ([Exporting and Uploading Noah System Data, page 8](#))
- Convert your Noah System license to a Noah Engine license ([Converting the Noah License, page 14](#))
- Install the software ([Running the Installation, page 16](#))

1.2. Upgrade Summary

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

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

- Review the requirements before proceeding with the upgrade ([Sycle Noah Sync \(SNS\) Upgrade Requirements, page 23](#))
- Back up your Noah directories ([Backing Up the Noah Directory, page 24](#))
- Install the upgrade ([Running the Upgrade, page 26](#))

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.



If you already have SNS installed, do *not* proceed with the instructions in this chapter. Instead, refer to [Upgrading Sycle Noah Sync, page 23](#).

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, 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 Sycle Noah Sync

Installing Sycle 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 Sycle Noah Sync, page 23](#).

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. Sycle 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 4¹.
- ☐ 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 account².
- ☐ (Windows 11) Your **network profile type** is set to **Private**³.
- ☐ 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.

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

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

³Instructions 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.

- ☐ You have obtained and have access to the upload link provided by the [Sycle 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 [Sycle 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 Sycle, and your Noah System license converted to a Noah Engine license before you install Sycle 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 Sycle 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**.



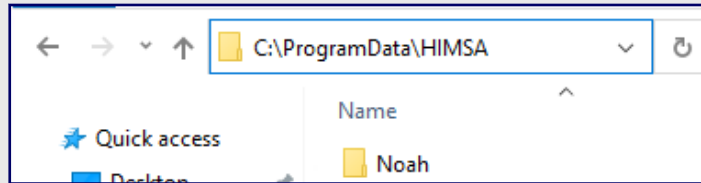
The **Noah Console** can be opened from the Noah software (*File* → **Noah Console**) or from Windows (*Programs* → *HIMSA* → **Noah Console**)

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**.



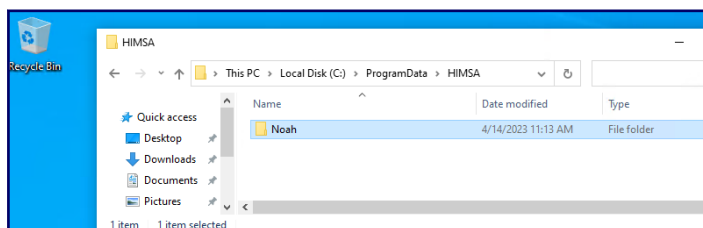
If the above directory does not exist, navigate instead to C:\Program Files (x86)\HIMSA.

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

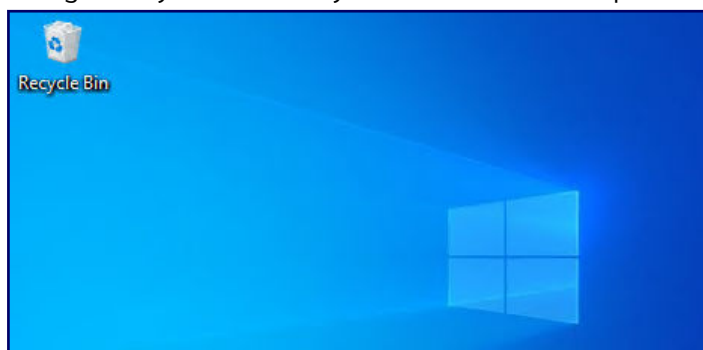


If the above directory does not exist, copy the Noah 4 directory from C:\Program Files (x86)\HIMSA to the secondary location using the same steps.

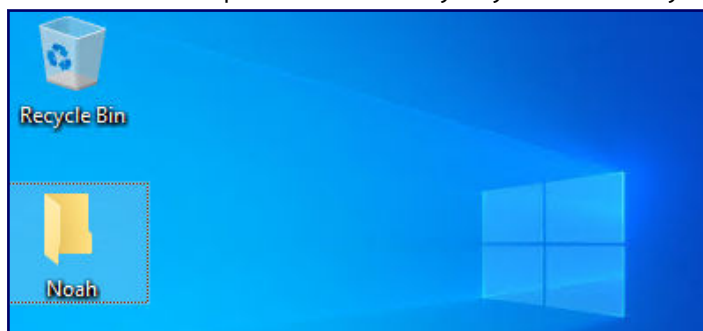
- a. Click the Noah directory and press **CTRL+C** to copy the directory.



- 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 Sycle.



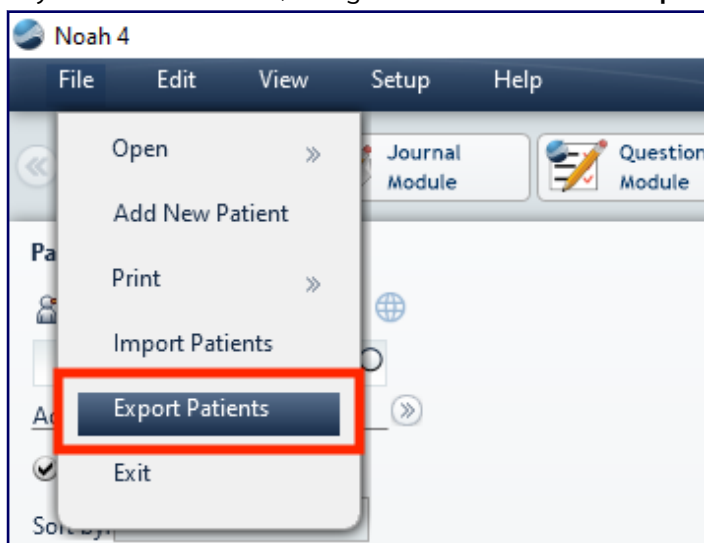
These steps must be performed immediately before installing Sycle Noah Sync, and at a time when no changes will be made to patient data for the next 24–36 hours (see [Installation Requirements, page 3](#)).



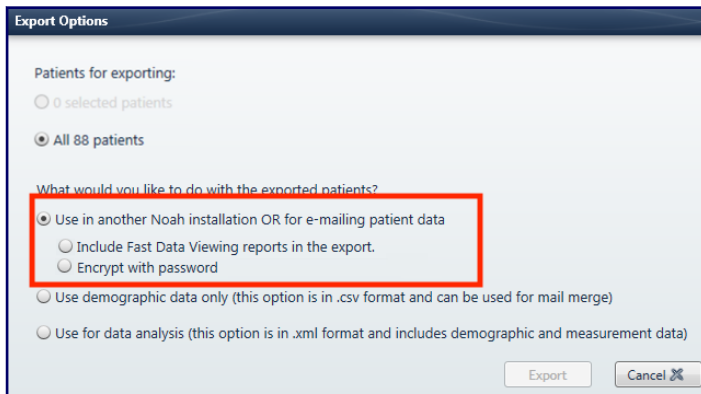
This guide assumes that you are migrating either a standalone Noah database (on a single PC) or using a shared office database. If using a shared office database, ensure all steps are performed on the PC running the shared office database (i.e. your Noah Server).

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**.



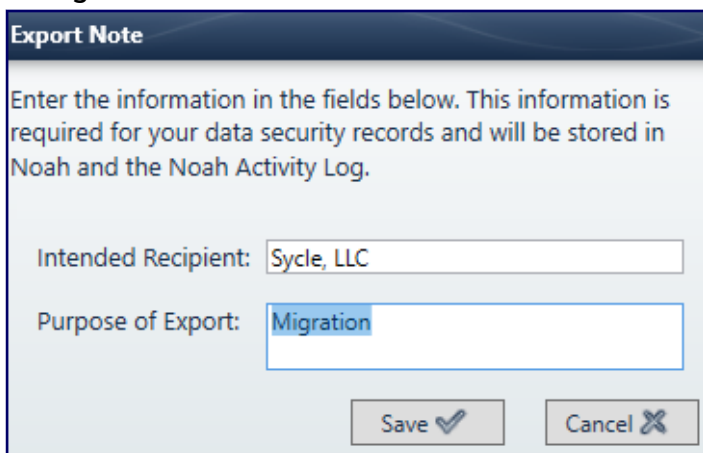
These options are enabled by default. Ensure these fields are *disabled* enabled before proceeding. Disabling these options is required for Noah to export the patient data in the .nhax format required for Sycle to import your data to Sycle Noah Sync.



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**.

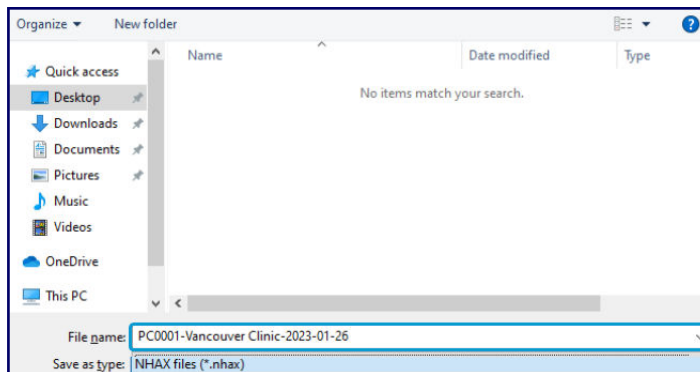


The **Export Note** dialog box has a dark blue header. Below the header, a light blue area contains the text: "Enter the information in the fields below. This information is required for your data security records and will be stored in Noah and the Noah Activity Log." Below this text are two input fields. The first is labeled "Intended Recipient:" and contains the text "Sycle, LLC". The second is labeled "Purpose of Export:" and contains the text "Migration". At the bottom right of the dialog are two buttons: "Save" with a checkmark icon and "Cancel" with an 'X' icon.



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

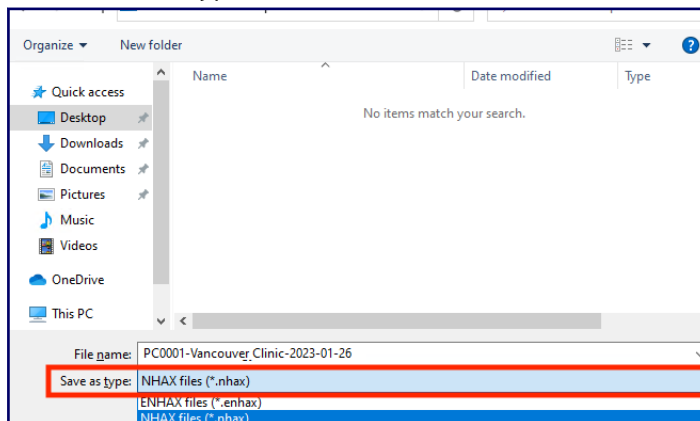


Dates should be in ISO 8601 format, e.g. YYYY-MM-DD.



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.



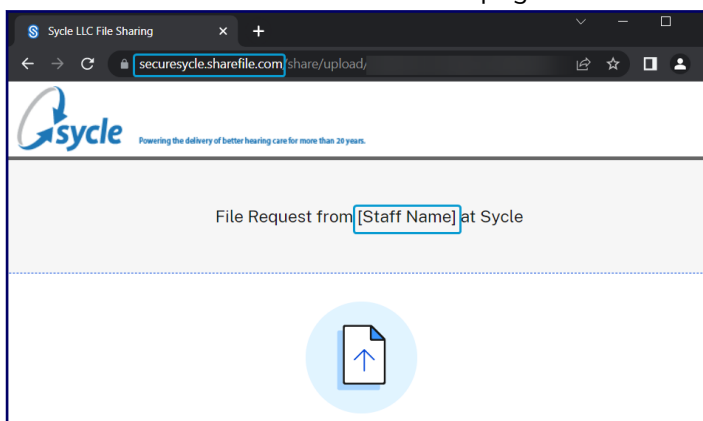
This email was sent as a part of the preparation steps performed in the [Obtaining an Upload Link and a Conversion License](#) chapter.

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

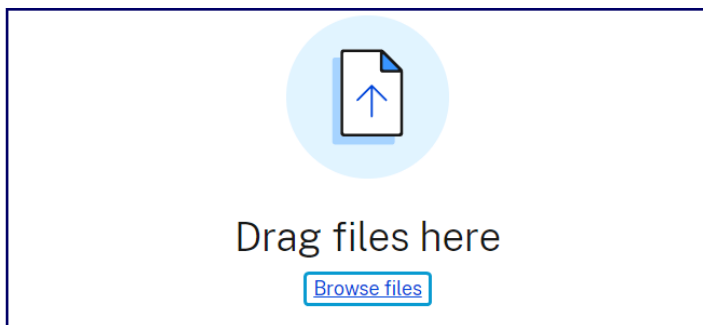


Never click any links in *unsolicited* emails. If in any doubt about an email message that seems to originate from Sycle, contact the *.Sycle Customer Experience Team*.

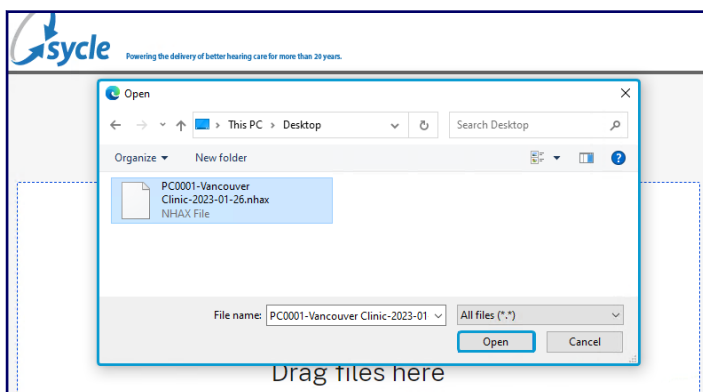
3. Verify the domain (`securesycle.sharefile.com`) in your browser's address bar and that the CE team member's name is shown on the page.



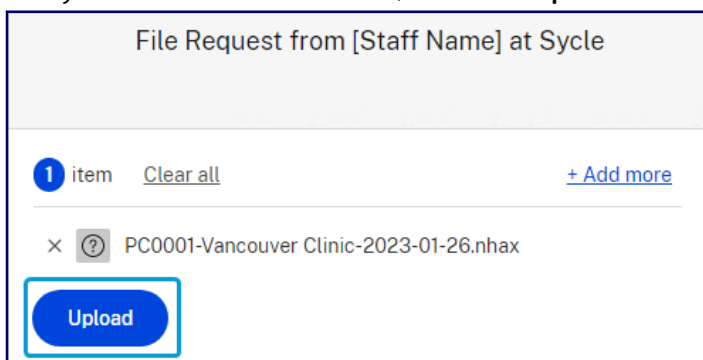
4. Click **Browse Files**.



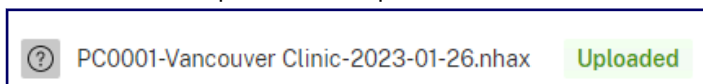
5. In the *Open* window, navigate to and select the `PCXXXX-Clinic Name-Date` file you exported in [Step 4](#) of the [Exporting Noah System Data](#) instructions chapter and click **Open**.



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 and verify that the file upload was successful. If the file upload was successful, proceed to the [Converting the Noah License](#), page 14 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 [Sycle Customer Experience Team](#) (see [Obtaining an Upload Link and a Conversion License, page 2](#)) and the registration number associated with your current Noah license⁴.

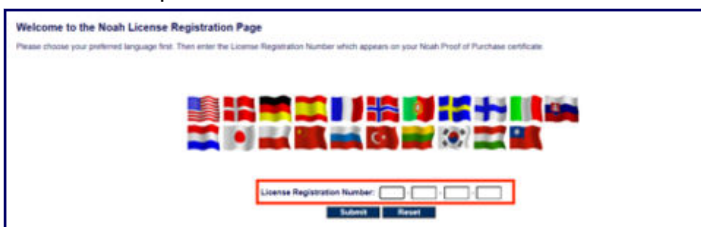
Converting to and Downloading the Noah Engine License

1. Navigate to the *Noah License Registration Page* at registration.himsa.dk



You can also open the *Noah License Registration Page* by navigating to 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 license⁴ 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 15](#).

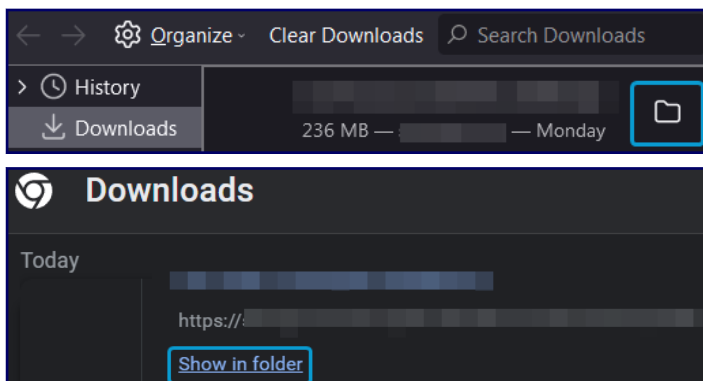
⁴This registration number is the same 16 digit alpha-numeric code you provided to CE in the [Obtaining an Upload Link and a Conversion License, page 2](#) chapter.

Running the License Conversion File

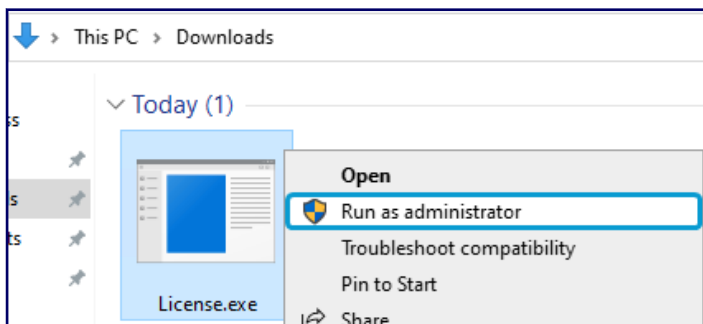
1. Navigate to your Downloads directory.



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.

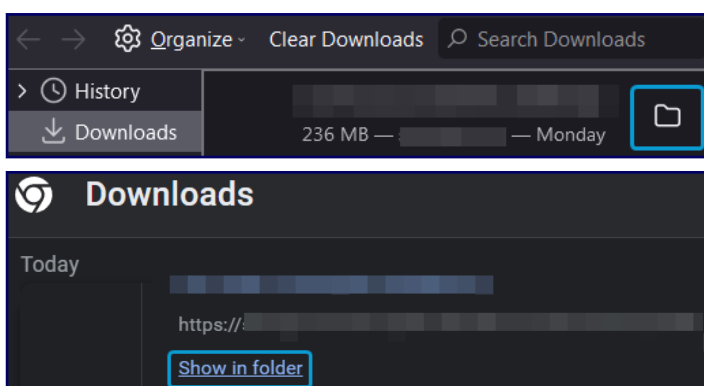
4. When the installer opens, follow the installation instructions on screen to proceed through the installation.
5. When the installation of the license file is complete, ensure the *Result* window shows "The NOAH license file has been successfully installed" and click **OK**.

3.3. Running the Installation

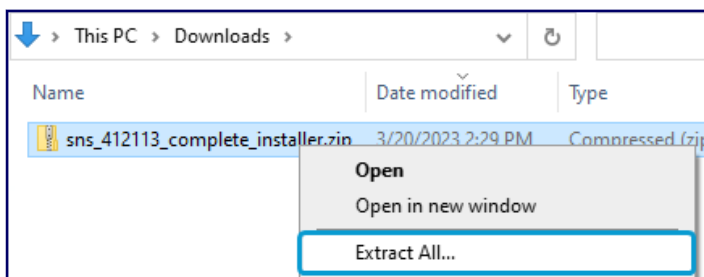
1. (If applicable) Pause or disable any non-Microsoft antivirus programs or firewalls installed on your PC.
2. Open your web browser and navigate to sycle.com/noah-sync-download.
3. Click the download link on that page to download the SNS installer package.
4. Navigate to your Downloads directory.



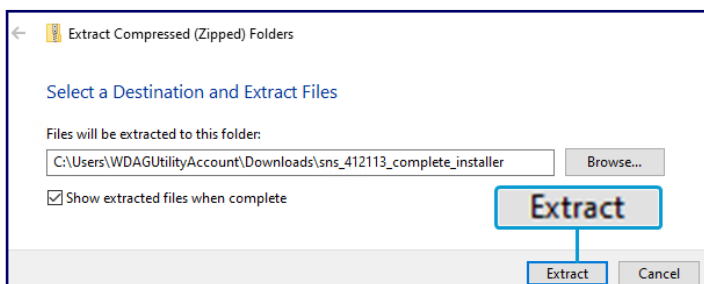
On most browsers, the easiest way to view your recent downloads is by opening the browser and pressing **CTRL+J** on your keyboard. When the downloads tab or window appears, you can click the appropriate icon or text to open your downloads folder (shown below).



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

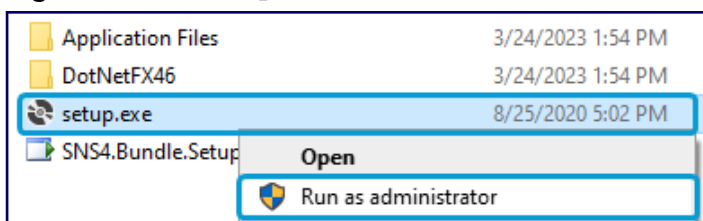


6. Do not change any of the options in the *Extract Compressed (Zipped) Folders* window. Click **Extract**.



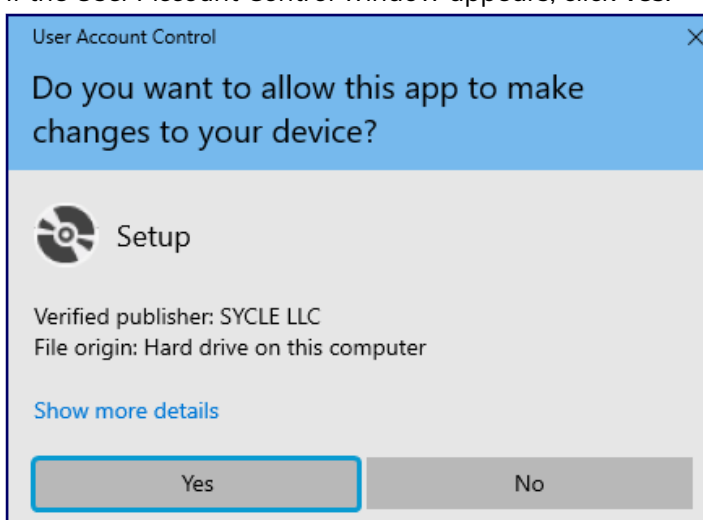
Wait for the files to finish extracting. When the extraction is complete, the location of the extracted files will open in a new Windows Explorer window.

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



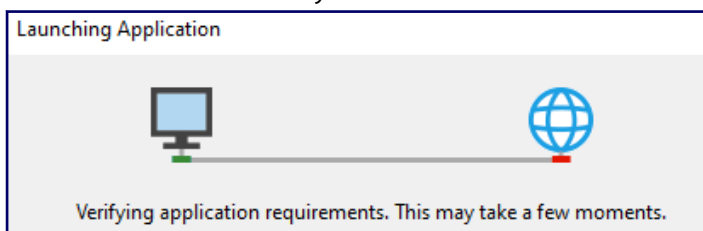
If file name extensions are not visible on your computer, this file will display only as `setup` and will not show the `.exe` extension. This does not affect the installation process.

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



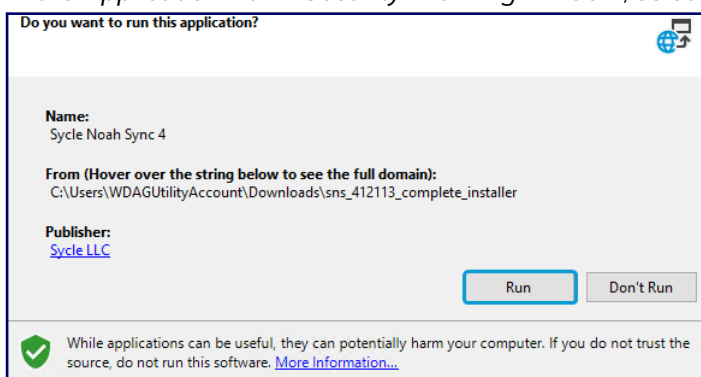
This window may not appear on your device. This does not affect the installation process; simply ignore this step and proceed to [Step 9](#).

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

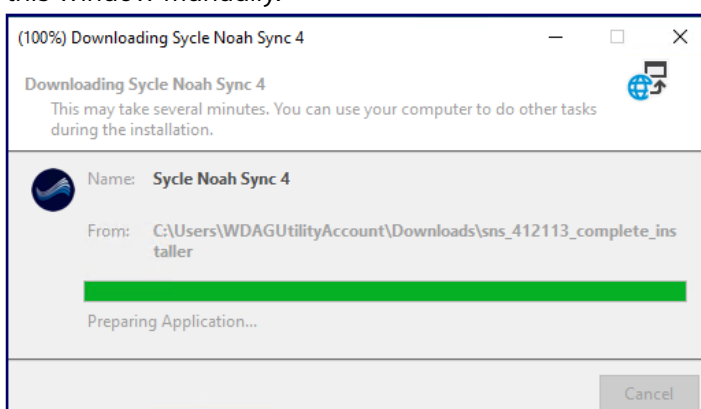


When this step is completed (automatically), the installer closes this window and opens the *Application Run - Security Warning* window.

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



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

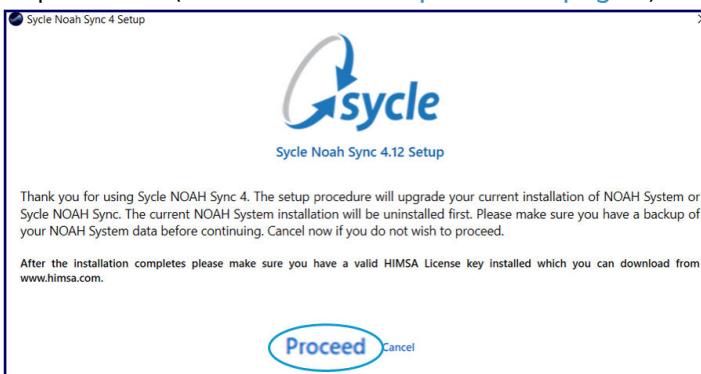


When this step is completed (automatically), the installer closes this window and opens the *Sycle Noah Sync Setup* window.



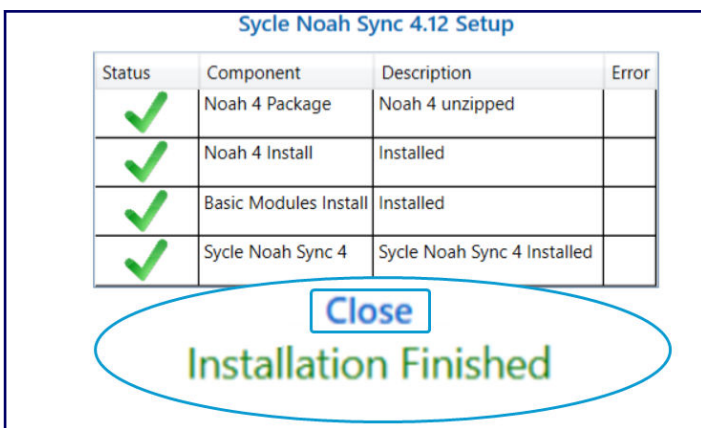
This window may only be briefly visible before it closes automatically. If you do not see this window, simply proceed to [Step 12](#).

12. Review the contents of the *Sycle 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 20](#).

3.4. Post-Installation

The [Sycle 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 8](#)) 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* → *NOAH* → **NOAH Admin** page.

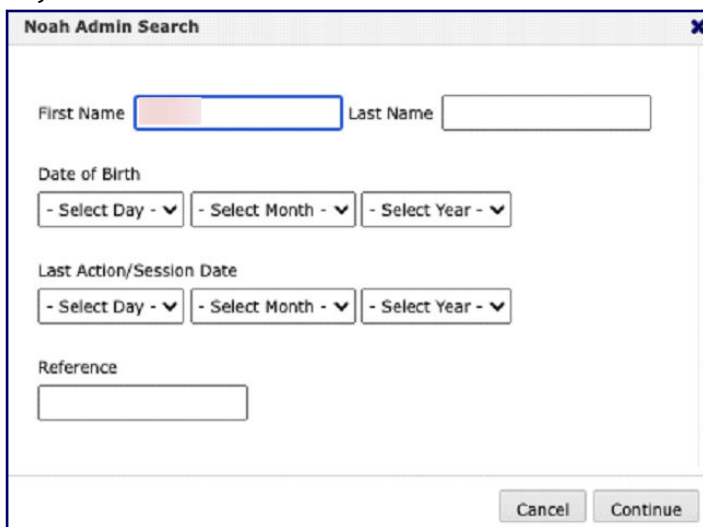
If you find a patient record that appears to be missing historical hearing data, record that patient's [Patient ID](#) and follow the steps below.

1. Navigate to the *Administration* screen.
 - On the top navigation bar, click the **administration** tab.



2. On the *Administration* screen, navigate to *NOAH* → **NOAH Admin**.
3. On the *NOAH Data* screen, select a clinic (or all clinics) in the **Clinic** field.

- Click **Search** to open *NOAH Admin Search* screen, then search for the patient's Noah data using any combination of First Name, Last Name, DOB, Last Action/Session Date, or Reference data.

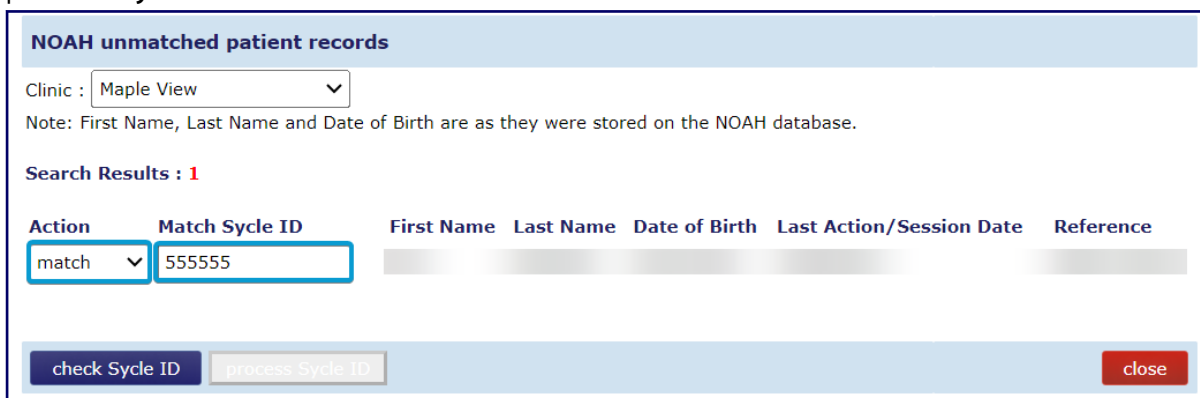



The First Name, Last Name, and Date of Birth used in the search are as they were stored on the NOAH database (not in Sycle).



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, select **match**. In the **Match Cycle ID** field, enter the patient's **Sycle Patient ID**.



6. Click **check Cycle ID**. Confirm that the name matches, then click **process Cycle ID**

NOAH unmatched patient records

Clinic : Maple View ▼

Note: First Name, Last Name and Date of Birth are as they were stored on the NOAH database.

Search Results : 1

Action	Match Cycle ID	First Name	Last Name	Date of Birth	Last Action/Session Date	Reference
<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">match</div> ▼	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">518462</div>	<div style="background-color: #ccc; width: 100px; height: 1.2em;"></div>	<div style="background-color: #ccc; width: 100px; height: 1.2em;"></div>	02/03/1945	10/08/2015	Offline Testing
		<div style="background-color: #ffff00; padding: 2px;">John</div>	<div style="background-color: #ccc; width: 100px; height: 1.2em;"></div>			

check Cycle ID

process Cycle ID

close

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 4⁵.
- ☐ 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 account⁶.
- ☐ 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.

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

⁶The 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.

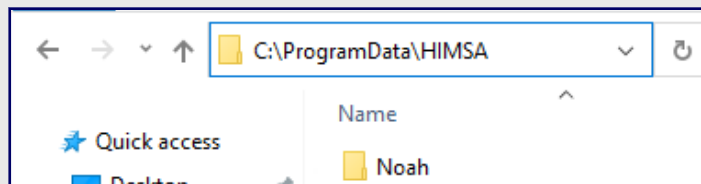


Backing up your files before proceeding with the upgrade is not optional—it is mandatory. Failure to create a backup can result in the permanent loss of your current Noah module settings.

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**.



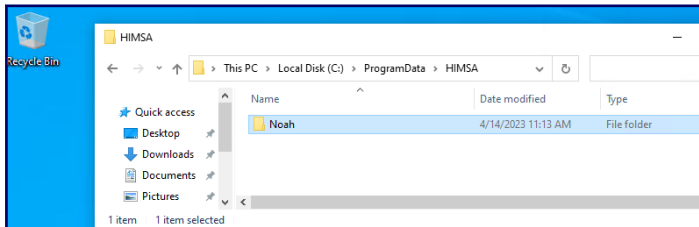
If the above directory does not exist, navigate instead to `C:\Program Files (x86)\HIMSA`.

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

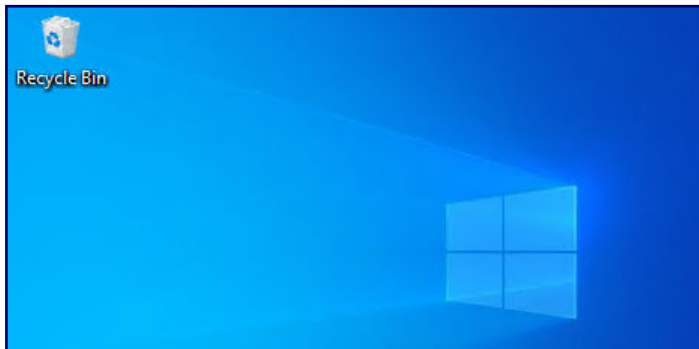


If the above directory does not exist, copy the Noah 4 directory from C:\Program Files (x86)\HIMSA to the secondary location using the same steps.

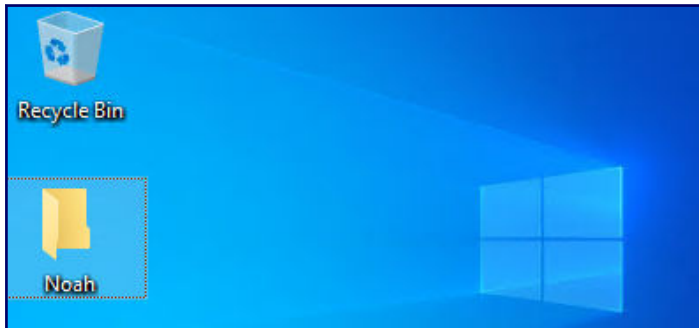
- a. Click the Noah directory and press **CTRL+C** to copy the directory.



- 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 26](#).

4.3. Running the Upgrade

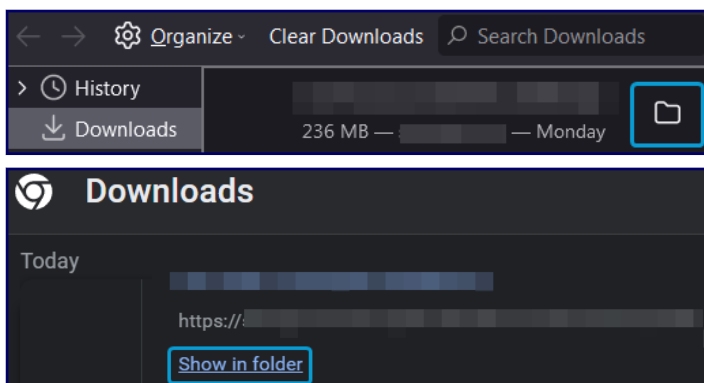


Do not proceed with this section before confirming that the requirements have been met ([Sycle Noah Sync \(SNS\) Upgrade Requirements, page 23](#)) and your Noah directory is backed up ([Backing Up the Noah Directory, page 24](#)).

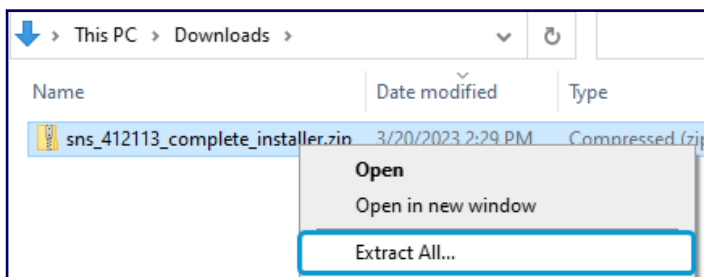
1. (If applicable) Pause or disable any non-Microsoft antivirus programs or firewalls installed on your PC.
2. Open your web browser and navigate to sycle.com/noah-sync-download.
3. Click the download link on that page to download the SNS upgrade package.
4. Navigate to your Downloads directory.



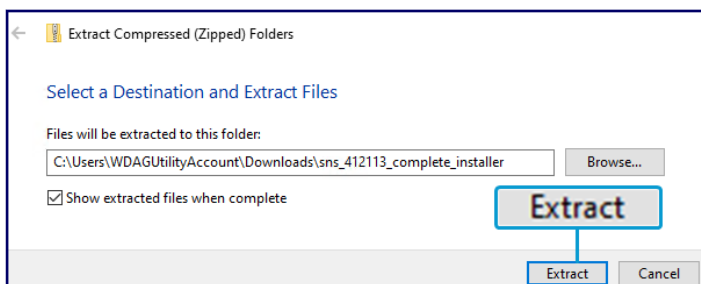
On most browsers, the easiest way to view your recent downloads is by opening the browser and pressing **CTRL+J** on your keyboard. When the downloads tab or window appears, you can click the appropriate icon or text to open your downloads folder (shown below).



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

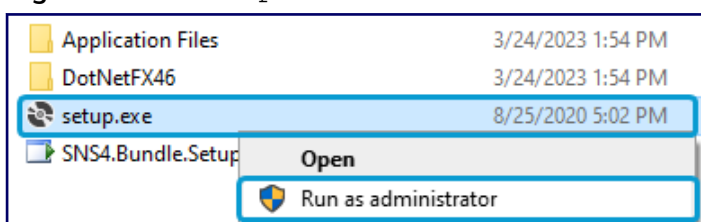


6. Do not change any of the options in the *Extract Compressed (Zipped) Folders* window. Click **Extract**.



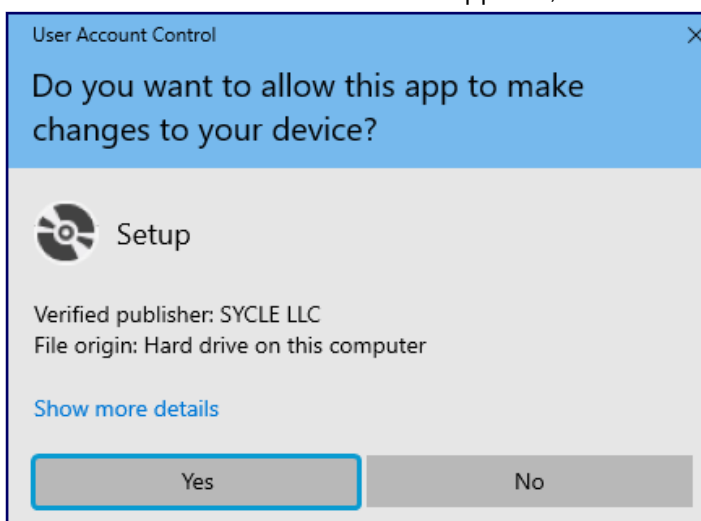
Wait for the files to finish extracting. When the extraction is complete, the location of the extracted files will open in a new Windows Explorer window.

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



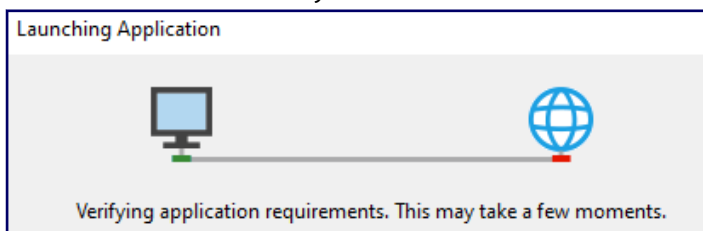
If file name extensions are not visible on your computer, this file will display only as `setup` and will not show the `.exe` extension. This does not affect the upgrade process.

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.

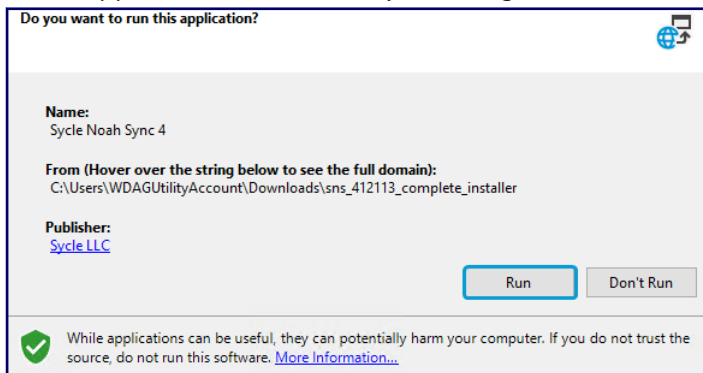


When this step is completed (automatically), the installer closes this window and opens the *Application Run - Security Warning* window.

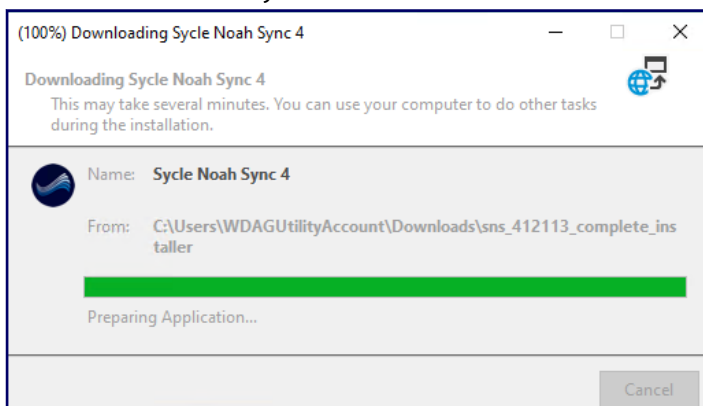


This window may only be briefly visible before it closes automatically. If you do not see this window, simply proceed to [Step 10](#).

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



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

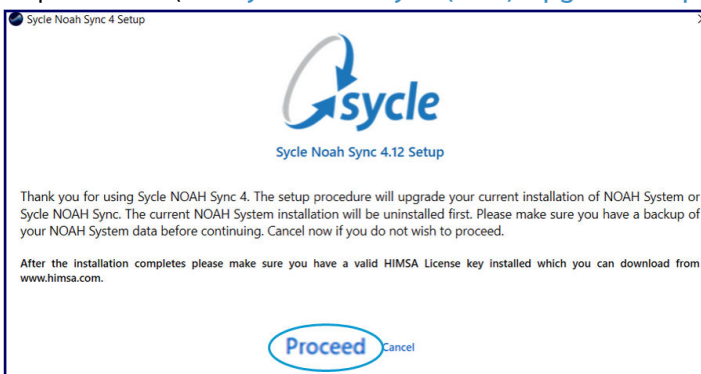


When this step is completed (automatically), the installer closes this window and opens the *Sycle Noah Sync Setup* window.



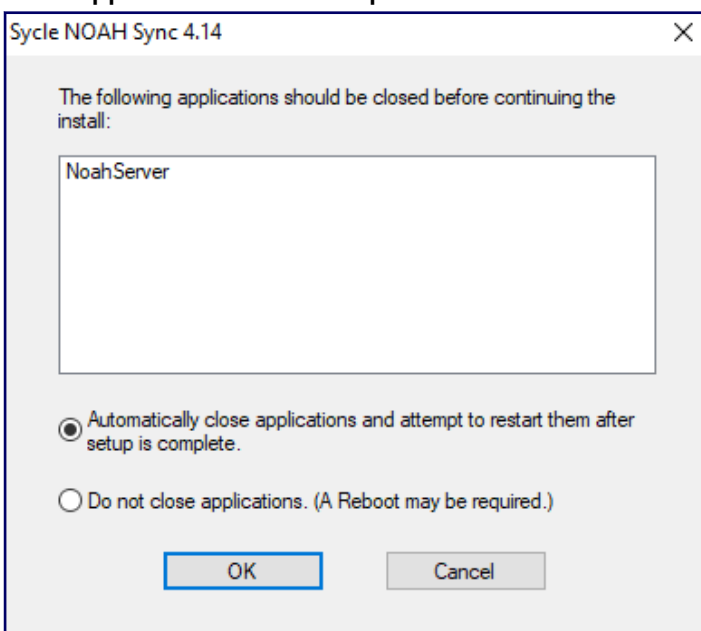
This window may only be briefly visible before it closes automatically. If you do not see this window, simply proceed to [Step 12](#).

12. Review the contents of the *Sycle Noah Sync Setup* window. If you have fulfilled the conditions and requirements (see [Sycle Noah Sync \(SNS\) Upgrade Requirements, page 23](#)), click **Proceed**.



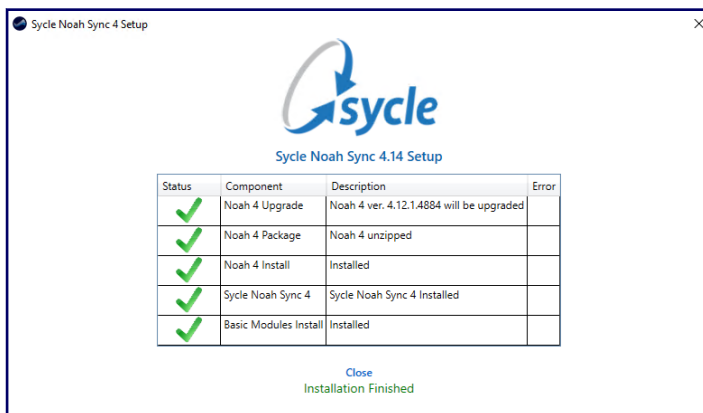
If you have *not* fulfilled the conditions and requirements (see [Sycle Noah Sync \(SNS\) Upgrade Requirements, page 23](#)), this is your last chance to cancel the upgrade process. If you have not reviewed the requirements, click **Cancel** to abort the upgrade. When all the requirements have been met, 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.

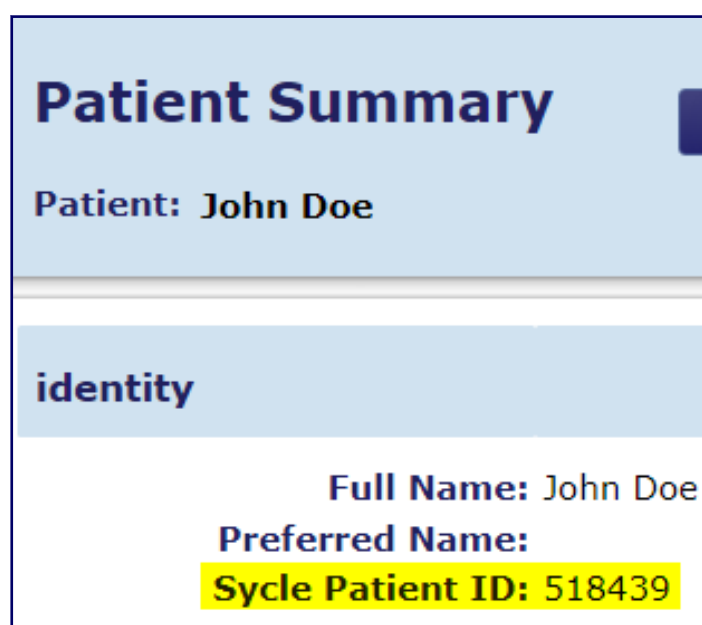
Appendix A. Glossary

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.

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"> Added network profile type set to Private as a requirement for Windows 11 PCs to Installation Requirements, page 3.
1.5	2025-05-01	<ul style="list-style-type: none"> Changed URL of the Sycle Noah Sync download/upgrade package download page.
1.4	2025-04-30	<ul style="list-style-type: none"> Removed upgrade path from Sycle Noah Sync (SNS) Upgrade Requirements, page 23 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.
1.3	2025-03-13	<ul style="list-style-type: none"> Fixed version-specific step in Adapt Unmatched Patient Records, page 20 being included in the wrong versions of the document.
1.2	2025-02-07	<ul style="list-style-type: none"> Updated instructions in Sycle Noah Sync (SNS) Upgrade Requirements, page 23 and the caution admonition in Running the Upgrade, page 26 to contact Sycle if current version lower than 4.9 to 4.14. Added new warning admonition to Backing Up the Noah Directory, page 24. Added new important admonition to Running the Upgrade, page 26. Corrected some minor typographic errors.
1.1	2024-10-23	<ul style="list-style-type: none"> Added Post-Installation, page 20 chapter with the Adapt Unmatched Patient Records, page 20 section.
1.0	2023-04-17	<ul style="list-style-type: none"> Changed directory structure in Creating a Noah System Data Backup, page 5 to include the entire /Noah (or Noah 4) directory. Added Backing Up the Noah Directory, page 24 chapter to Upgrade section. Added instruction in Sycle Noah Sync (SNS) Upgrade Requirements, page 23 to contact CE if current version lower than 4.9. Added caution admonition to Running the Upgrade, page 26 for users to contact CE if current version lower than 4.9. Added the upgrade backup instructions to the summary in Overview, page 1. Document classification changed to Public. Removed Confidential label, <i>Legal Notice</i>, and watermark.
0.3	2023-04-12	<ul style="list-style-type: none"> Minor changes to sentence structure in Sycle Noah Sync (SNS) Upgrade Requirements, page 23.

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