

# Why can't I import cardholder data using a Scanshell 1000N or 1000N-A?

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## Question

Why can't I import cardholder data using a Scanshell 1000N or 1000N-A?

## Answer

The ScanShell 1000N and ScanShell 1000N-A are not compatible with OnGuard applications.

The 'N' in the model number indicates that the hardware is non-OCR, which means the scanner cannot identify alphanumeric characters. These models can only scan the source material into an image file.

For currently supported hardware, refer to the compatibility charts in <https://connect.lenels2.com/s/downloads>

## Applies To

OnGuard (All versions)

## Additional Information

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