Cascade Weigh2Go – Mobile Weighing App
Frequently Asked Questions

1. **Q: What Mobile Weighing Indicators are compatible?**
   A: All Cascade mobile weighing indicators that have the optional Bluetooth Data Output Modules are compatible.

2. **Q: How can I tell if my Indicator is Compatible?**
   A: Call Cascade 1-800-CASCADE(227-2233) and provide the serial number, the Cascade representative will let you know.

3. **Q: My display isn't compatible, can I modify it to make it compatible?**
   A: Yes, please verify the details by calling Cascade and providing the serial number. Once verified, this will usually require the indicator to be sent in for modification.

4. **Q: Does using the app comply with legal for trade standards?**
   A: The app itself and data supplied from the app is not certified for commercial trade purposes.

5. **Q: How accurate is the Weigh2Go App?**
   A: The Weigh2Go app will capture, present and store the exact data seen on your Cascade weighing indicator display along with any data captured by a handheld scanner or manually entered by the user.

6. **Q: Who can I call if I'm having a problem with the App?**
   A: Call 1-800-CASCADE (227-2233) and ask for a Cascade Technical Service Representative OR contact your local Territory Manager.

7. **Q: Which tablets are compatible with the app?**
   A: Apple iPads running iOS 13.0 or later. The app is not currently available on Androids / Google Play.

8. **Q: Can I use the app on my iPhone?**
   A: No, the Weigh2Go app is currently only available for Apple iPad tablets.

9. **Q: Can you store the data outside of the app?**
   A: Yes, consider the Weigh2Go app as the conduit to transfer the data from your indicator display to another system. Data can be transferred via API, text (SMS) or via email as a .csv file.

10. **Q: Does the app have a storage limitation?**
    A: No, the storage is only limited by the amount of available storage on the tablet.