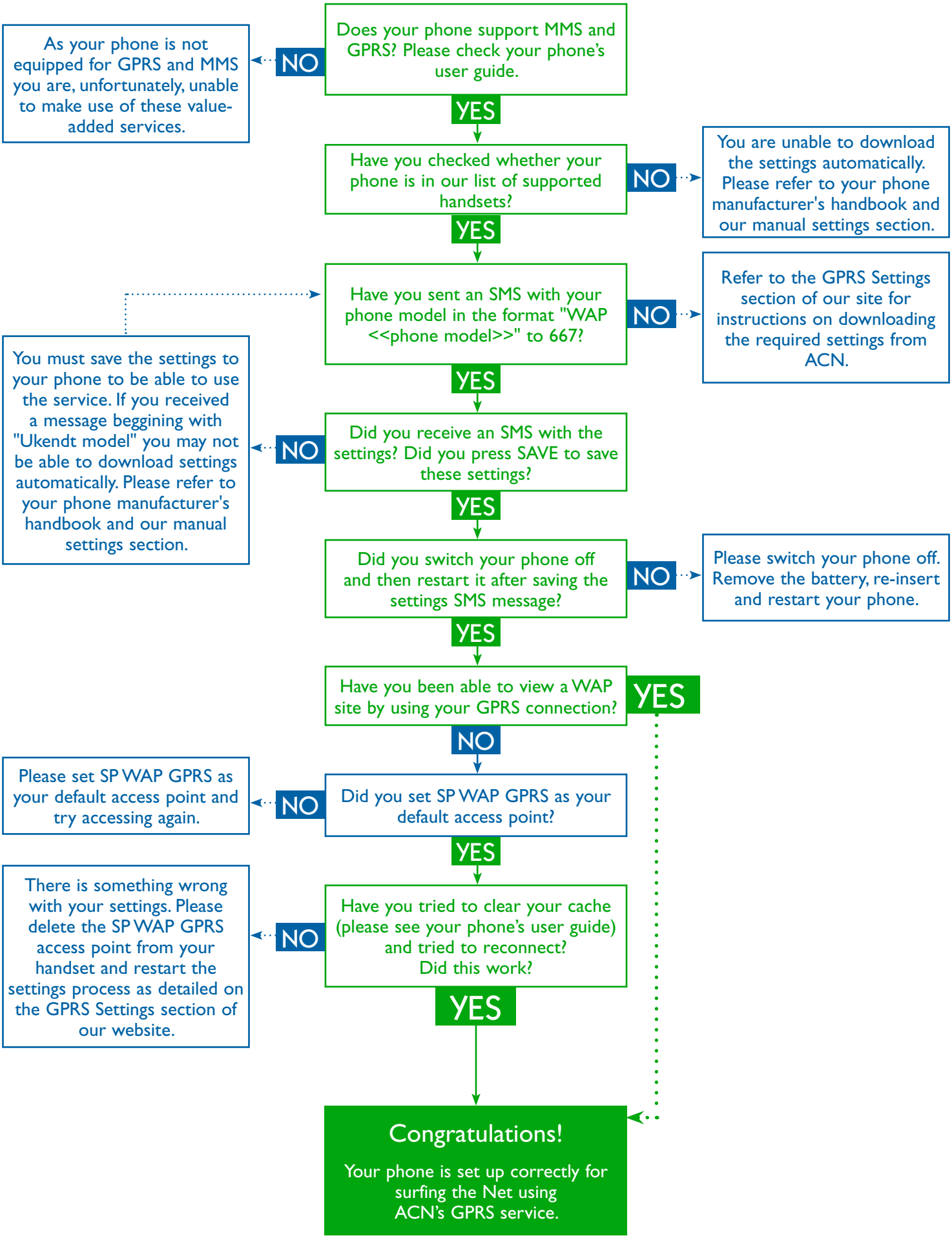GPRS TROUBLESHOOTING GUIDE