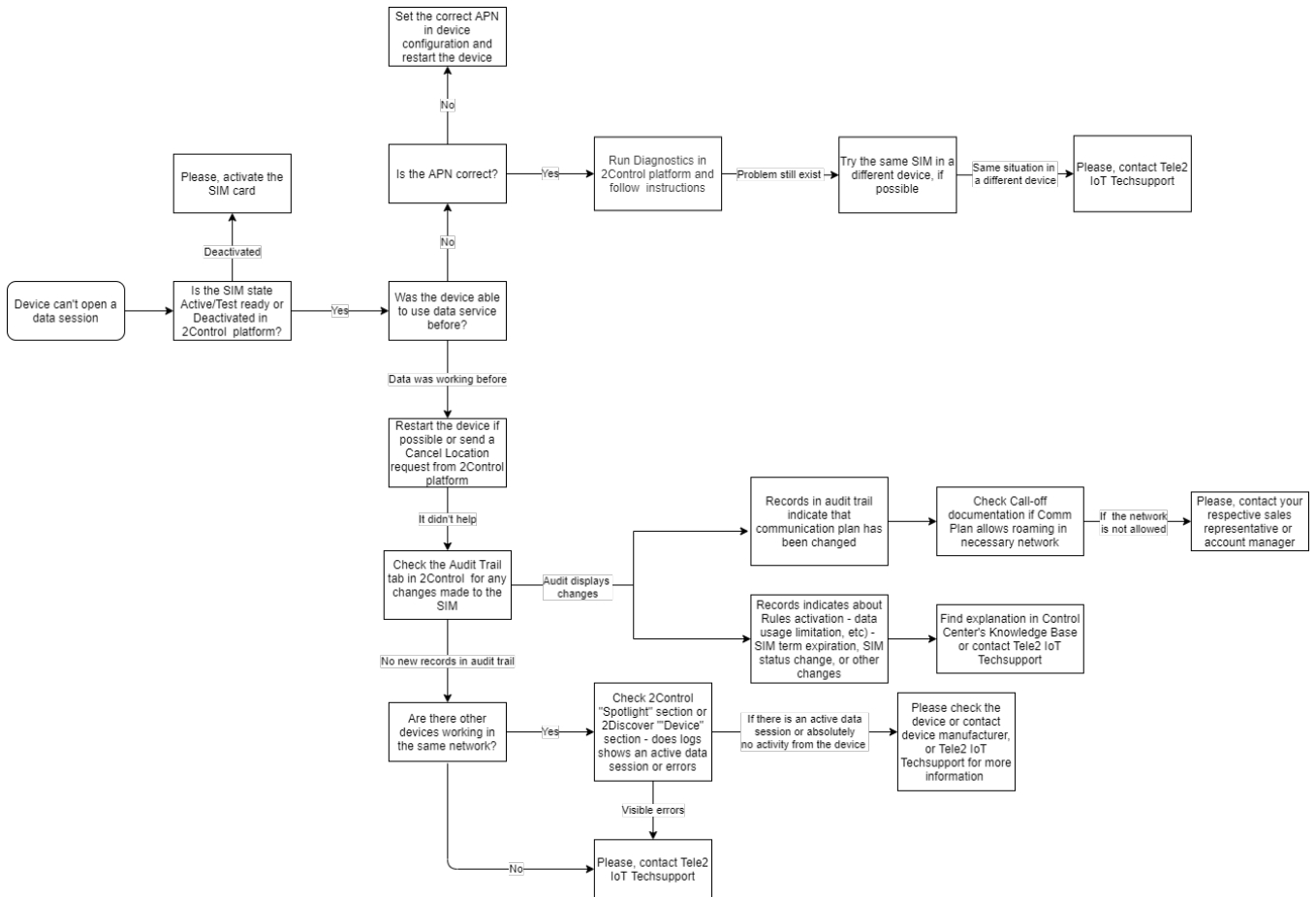


# Customer troubleshooting guide

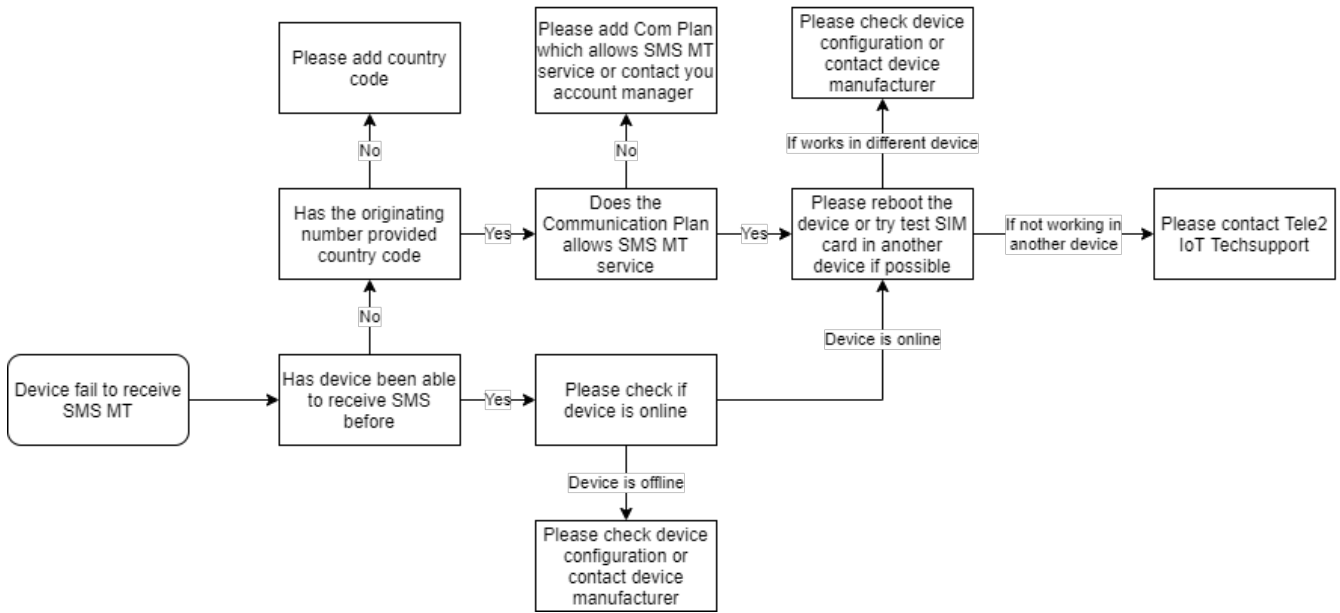
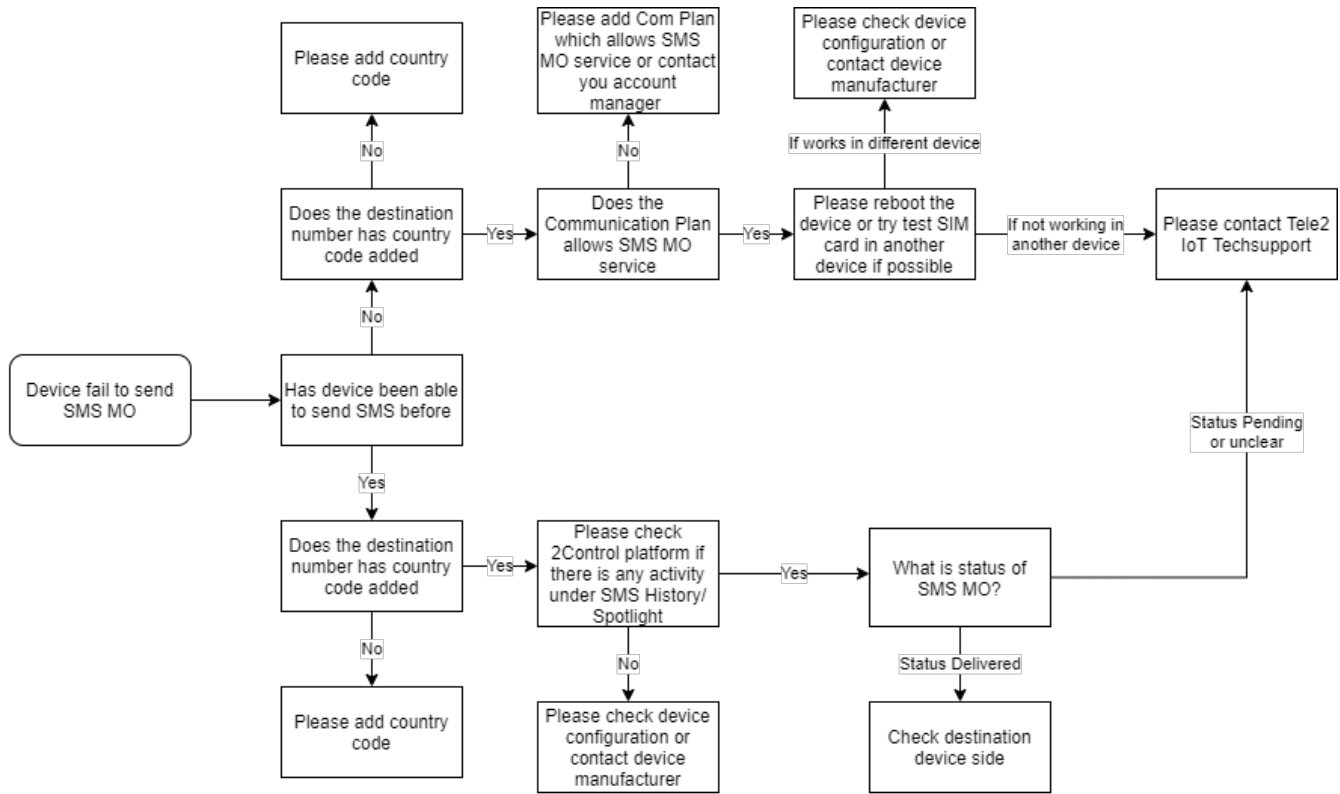
## Data



Link to Control Center Knowledge base: [https://tele2.jasperwireless.com/provision/ui/help/help.html?bookmark=/assets/documentation/lang\\_en/operator/iot/Content/home-page/home.htm](https://tele2.jasperwireless.com/provision/ui/help/help.html?bookmark=/assets/documentation/lang_en/operator/iot/Content/home-page/home.htm)

Link to Data Connectivity Troubleshooting Checklist: [bookmark=/assets/documentation/lang\\_en/operator/iot/Content/troubleshoot/checklist\\_data.htm](bookmark=/assets/documentation/lang_en/operator/iot/Content/troubleshoot/checklist_data.htm)

SMS MO/MT



**Link to SMS Troubleshooting Checklist:**

[https://tele2.jasperwireless.com/provision/ui/help/help.html?bookmark=/assets/documentation/lang\\_en/operator/iot/Content/faqs/faq-sms-troubleshooting.htm](https://tele2.jasperwireless.com/provision/ui/help/help.html?bookmark=/assets/documentation/lang_en/operator/iot/Content/faqs/faq-sms-troubleshooting.htm)