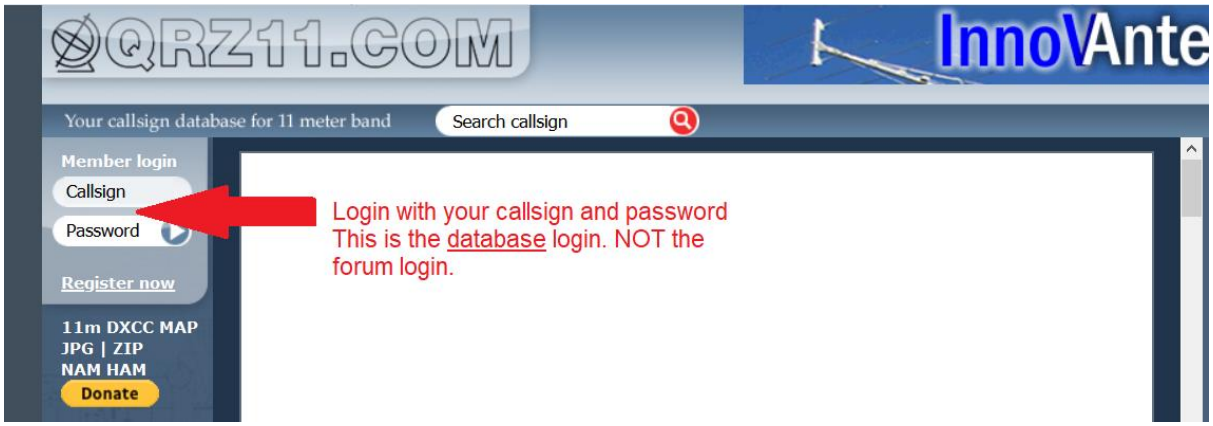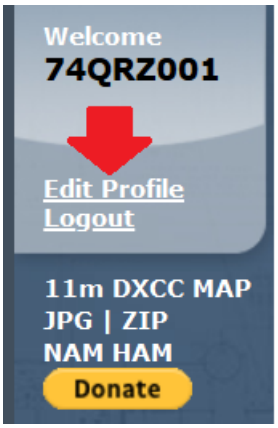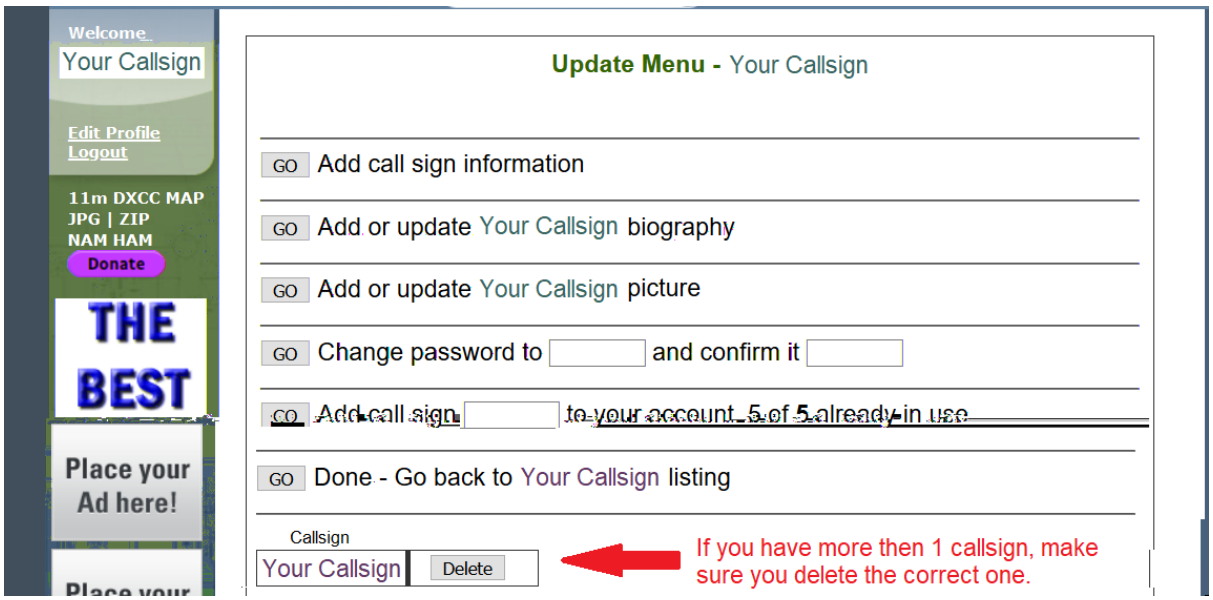QRZ11 manual