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**Vendor:** Blackberry

**Exam Code:** BCP-240

**Exam Name:** Blackberry10 Support Specialist

**Version:** Demo

**Question No : 1**

How can a user tell if a read-only Wi-Fi profile has been pushed to the BlackBerry Smartphone using the BlackBerry Device Service (BDS)?

- A. The Wi-Fi profile will have a lock icon next to it.
- B. The Wi-Fi profile will have a briefcase icon next to it.
- C. There is no way for a user to tell which profiles have been pushed.
- D. The Wi-Fi profile cannot be deleted, and all fields are greyed out and cannot be edited.

**Answer: D**

**Question No : 2**

A user is unable to login to ActiveSync after activating. What credentials are needed in a Lotus Notes environment?

- A. Windows Authentication password
- B. BlackBerry device password
- C. Internet ID password
- D. Kerberos password

**Answer: C**

**Question No : 3**

Direct access to demos of the swipe gestures can be done through which one of the following?

- A. Settings
- B. Setup
- C. Help
- D. Options

**Answer: B**

**Question No : 4**

What does the top button on a BlackBerry 10 (BB10) handheld allow the user to do?

- A. Answer a phone call
- B. Launch an application (shortcut key)
- C. Power on/off the device
- D. Adjust the Volume up/down

**Answer: C**

**Question No : 5**

A user would like to activate with a company network. How can this be accomplished?

- A. BlackBerry Desktop Software
- B. BlackBerry Web Desktop
- C. BlackBerry Link
- D. BlackBerry Device manager

**Answer: B**

**Question No : 6**

Performing a Security Wipe will delete which of the following?

- A. All PIM information, pictures or videos but not downloaded applications
- B. All data on the device including any pictures or videos, and downloaded applications
- C. All data from the work perimeter
- D. If work perimeter does not exist then all data but not downloaded applications

**Answer: B**

**Question No : 7**

What steps are needed to port and install applications which are present on a BlackBerry 7 (BB7) smartphone to the BlackBerry 10 (BB10) smartphone on a device switch?

- A. While using the BlackBerry link, check the applications to be copied over to the BB10

smartphone while using the device switch feature.

**B.** The BB7 applications should be ported using the 2BB10 web-convert tool.

**C.** CD7 applications are incompatible with BB10 platform; hence, cannot be ported over unless the application is released for the BB10 platform.

**D.** Load the BB7 runtime on the BB10 smartphone.

**Answer: C**

#### **Question No : 8**

In the event of loss, what can be used to find a device?

**A.** Enable Location Services

**B.** Enable BlackBerry Device Services

**C.** Enable BB Protect

**D.** Enable Airplane mode

**Answer: C**

#### **Question No : 9**

How is a password set on the BlackBerry Device?

**A.** Options -> Security-> Password -> Device Password

**B.** Settings-> Security-> Security and Privacy-> Device Password

**C.** BlackBerry Hub -> Options -> Device Password

**D.** BlackBerry Hub -> Settings -> Device Password

**Answer: B**

#### **Question No : 10**

Which of the following is an essential aid to investigate a problem experienced on a BlackBerry 10 (BB10) smartphone when being reported to BlackBerry?

**A.** Playbook

**B.** BlackBerry Device Service (BDS) server name

- C. The location of the device
- D. The time of occurrence and the device logs

**Answer: D**

**Question No : 11**

When a BlackBerry 10 (BB10) device is connected to a computer, the internal storage devices such as the inserted micro SD card are not mounted and mapped to drive letters. What is the most likely cause and how can it be corrected?

- A. The host computer has used the drive letters reserved for BlackBerry mapped drives. These drives will need to be moved to allow the BlackBerry drive letters to be assigned to the BB10.
- B. The BlackBerry Device Manager is not installed on the host computer and the BB10 will not have the capability to mount the internal storage devices as drive letters. Install the BlackBerry Device Driver and retry the connection.
- C. The BlackBerry Mapped Network Device driver is not loaded, the BlackBerry Device Manager requires this driver to map the internal BB10 storage devices to drive letters. Install the required driver from Windows Update and try again.
- D. The Wi-Fi radio has been turned off, and this prevents the BB10 from accepting the mapped drive request from the BlackBerry Device Manager. Turn on the Wi-Fi radio and retry the connection.

**Answer: B**

**Question No : 12**

What happens when a user activates a Playbook in addition to a smartphone on the BlackBerry Device Service (BDS)?

- A. The smartphone stops communication with the server
- B. The smartphone has a popup to choose the device to continue communication with the BDS.
- C. Both the Playbook and the smartphone will continue to work since the BDS supports multiple devices per user.
- D. The devices with the most memory free will stay enabled, and the other devices are disabled from the BDS automatically.

**Answer: C**

**Question No : 13**

Where can saved VPN Profiles be located on the BlackBerry Smartphone?

- A. Options, Security. VPN
- B. Settings, Network Settings. VPN
- C. Options, Wi-Fi. VPN
- D. Settings. VPN

**Answer: B**

**Question No : 14**

What is the name of the Blackberry desktop client for BlackBerry 10 (BB10)?

- A. Device Manager
- B. WebDesktop
- C. BlackBerry Link
- D. BlackBerry Desktop Manager for BB10

**Answer: C**

**Question No : 15**

A user is experiencing difficulty activating a second device using BlackBerry® Web Desktop Manager. What should be checked in BlackBerry Administration Console to ensure a second device can be activated?

- A. License limit
- B. BlackBerry Controller
- C. Email profile
- D. Enterprise Proxy

**Answer: A**

**Question No : 16**

If the owner wishes to continue without signing into or creating a BlackBerry ID when first using a BlackBerry smartphone, what limitations or actions will be encountered?

- A.** The out of box experience will not complete and the BlackBerry smartphone will remain on the BlackBerry ID screen and persist through device restarts as a valid ID is required to use the BlackBerry smartphone.
- B.** The BlackBerry smartphone will restart and present the out of box experience from the initial Welcome to BlackBerry screen if an attempt is made to bypass the screen by swiping left.
- C.** The out of box experience can be completed, but access to BlackBerry apps and services such as downloading applications from BlackBerry App World and setting up BlackBerry Messenger (BBM) will not be available until a BlackBerry ID is associated to the BlackBerry smartphone.
- D.** The out of box experience will complete and access to BlackBerry services will be blocked until a security wipe is performed and a BlackBerry ID is associated to the smartphone during the subsequent out of box experience.

**Answer: C**

**Question No : 17**

What are the two perimeters set when a smartphone/Tablet is activated on a BlackBerry Device Service (BDS)?

- A.** Enterprise and Home
- B.** Work and Personal
- C.** Server and Personal
- D.** Work and Home

**Answer: B**

**Question No : 18**

A user who does not have Roaming services would like to get data while travelling at no cost. What service needs to be enabled to access Hot Spots?

- A. Bluetooth
- B. Cellular connection
- C. International Roaming
- D. Wi-Fi

**Answer: D**

**Question No : 19**

Where can 'new email' notifications be configured?

- A. Settings -> Notification -> Messages
- B. Options -> Notification -> Messages
- C. BlackBerry Hub -> Notifications -> Messages
- D. BlackBerry Hub -> Advanced -> Notifications -> Messages

**Answer: A**

**Question No : 20**

What constitutes use of a license seat on a BlackBerry Device Service (BDS)?

- A. A user
- B. Active user
- C. Active devices
- D. Active user and devices

**Answer: C**

**Question No : 21**

A user reports that their Email account is reporting an error that states "Your Device is not connected to a network ". What is the cause?

- A. Bluetooth radio is not connected to the wireless network
- B. Wireless carrier data is not connected
- C. Wi-Fi radio is enabled

D. NFC is connected to external device

**Answer: B**

**Question No : 22**

Email automatically moved to a subfolder in the mailbox, from an account integrated using Active Sync, is not seen in the Hub. Which of the options below best describes the process to ensure folder sync has been configured?

- A. While in BlackBerry Hub, select Option pane (3 seashells, dots), navigate to Settings, Email Account Preferences, and select the integrated Active Sync account, select Folder Settings and verify or select the subfolders for synchronization.
- B. Pull down top panel with a downward bezel swipe, select Settings, Accounts and select the integrated Active Sync account, select Edit Folder Settings.
- C. Open the Setup application from the home screen, select Accounts, select Set Defaults and select the integrated Active Sync account, open Folder Synchronization and verify or select the desired subfolders.
- D. While in the BlackBerry Hub, open the Options panel, select Inbox Management, open the integrated Active Sync account and select Edit Folder Settings and verify or select the desired subfolders.

**Answer: B**

**Question No : 23**

Which of the following resources would enable a user who has lost a device to ensure that their contact information is displayed on their BlackBerry?

- A. BlackBerry Protect
- B. BlackBerry Lost and Found
- C. App World
- D. BlackBerry Help

**Answer: A**

**Question No : 24**

A user reports getting a 403 error while trying to configure their e-mail account. What is the most likely cause?

- A. The user is not provisioned for data services.
- B. The user's password has been mistyped.
- C. ActiveSync is currently off-line.
- D. ActiveSync is not configured with Autodiscover.

**Answer: C**

**Question No : 25**

It can be necessary to distribute client certificates to tablets and handhelds in order to connect to:

- A. the Internet.
- B. cellular networks.
- C. encrypted hard drives.
- D. Enterprise Wi-Fi or VPN Networks.

**Answer: D**

**Question No : 26**

When using the accessibility feature "Magnify Mode ", what action can be taken to quickly remove the magnification?

- A. Go to Option -> Accessibility and disable Magnify Mode
- B. Pinch with two fingers on the screen to zoom out.
- C. Swipe down from the top of the screen with two fingers.
- D. Click the center button between the volume keys.

**Answer: C**

**Question No : 27**

What are the categories of files that are available to be synchronized automatically

between a BlackBerry 10 (BB10) smartphone and the user's computer using BlackBerry Link?

- A. Music, pictures, Videos
- B. Work. Personal
- C. Work. Personal, Encrypted
- D. Music, pictures, Videos, Documents

**Answer: D**

**Question No : 28**

What are the encryption options available when adding an IMAP email account?

- A. S/MIME, PGP, TrueCrypt
- B. AES, 3DES
- C. SSL, StartTLS, Off
- D. 128-Bit TKIP

**Answer: C**

**Question No : 29**

Which of the following BlackBerry Applications enables users to easily migrate to a new BlackBerry 10 (BB10) device?

- A. BlackBerry Link
- B. BlackBerry Desktop software
- C. BlackBerry Protect
- D. BlackBerry Balance

**Answer: A**

**Question No : 30**

What is the share address of the BlackBerry Smartphone internal device storage?

- A. //IP Address OfDevice\media
- B. //Device Name\storage
- C. http://IP Address Of Device:3101
- D. smb://IP Address Of Device/shared

**Answer: A**

**Question No : 31**

Which of the following is needed to be able to add any new accounts from settings options on a BlackBerry 10 (BB10) device?

- A. NFC radio should be on
- B. Battery should be more than 20%
- C. Server needs to only have Activesync enabled
- D. Wi-Fi should be turned on with access to the host server for which the account is to be added

**Answer: D**

**Question No : 32**

All users are no longer able to activate using their Username. Activation Password and SRP. However they are able to use a Fully Qualified Domain Name of the BlackBerry Device Service (BDS). What setting in BlackBerry Administration Service (BAS) would be the most likely cause of this issue?

- A. BlackBerry Dispatcher is configured with an Enterprise Proxy
- B. Allow activation over BlackBerry infrastructure set to yes
- C. Allow activation information to be emailed is set to no
- D. Proxy profile is configured to use VPN incorrectly

**Answer: B**

**Question No : 33**

Which password will be required when logging into BlackBerry World for the first time?

- A. Perimeter Password
- B. BlackBerry ID Password
- C. Corporate Password
- D. Device Password

**Answer: B**

**Question No : 34**

Which of the following is required in order to process an NFC transaction?

- A. Both devices should be at least 20cm apart.
- B. A valid Wi-Fi connection is necessary.
- C. The battery of the BlackBerry 10 device should be 5% or more.
- D. Very close proximity or tap of the communicating devices is necessary.

**Answer: D**

**Question No : 35**

Where on the BlackBerry should an end user be directed to learn the different swipe gestures?

- A. About Menu in Device Settings
- B. Learn How Menu items in Setup
- C. Language and Input in Device Settings
- D. The Hub

**Answer: B**

**Question No : 36**

What server setting can prevent a BlackBerry Device Service (BDS) user from using data services when the smartphone/tablet is using network roaming?

- A. Multiple Smartphones/Tablets enabled
- B. The Roaming IT policy rule

- C. No payment information listed on the server
- D. Going over the data usage quota

**Answer: B**

**Question No : 37**

Which of the following will allow a BlackBerry end user to set an Activation password or reactivate a BlackBerry device?

- A. BlackBerry® Web Desktop Manager
- B. BlackBerry Administration
- C. BlackBerry Resource Kit
- D. BlackBerry Desktop Manager

**Answer: A**

**Question No : 38**

Which of the following is NOT a capability of BlackBerry Link?

- A. Backup device data
- B. Bluetooth Media Sync
- C. Software updates
- D. NFC Media Sync

**Answer: D**

**Question No : 39**

What would be the reason that a software update would be presented during the out of box experience?

- A. To install any applications specific to the carrier and required by government regulations to allow access to services such as custom music services, billing software and online government sites
- B. To apply any software updates released after the smartphone was manufactured and

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