

BlackBerry

Exam BCP-240

Blackberry10 Support Specialist

Version: 6.0

[Total Questions: 100]

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?