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Exam : **BCP-240**

Title : BlackBerry 10 Support
Specialist

Vendor : BlackBerry

Version : DEMO

NO.1 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

NO.2 Where are notifications that an application has finished downloading from BlackBerry World enabled?

- A. Settings > Notifications > Other Applications > BlackBerry World > Download Notifications
- B. Settings > Notifications > BlackBerry World > Download Notifications
- C. BlackBerry World > Settings > General Settings > Download Notifications
- D. BlackBerry World > Settings > Notifications > Download Notifications

Answer: C

NO.3 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

NO.4 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

NO.5 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

NO.6 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

NO.7 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

NO.8 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

NO.9 By Default, how many devices can a single user activate to one given account?

- A. One
- B. Two
- C. Five
- D. Ten

Answer: D

NO.10 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