Vendor: BlackBerry

Exam Code: BCP-240

Exam Name: BlackBerry 10 Support Specialist

Version: DEMO

QUESTION 1
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 2
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 3
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 4
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 5
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 6
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 7
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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 8
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 9
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 10
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

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