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BCP-220

BlackBerry
supporting BlackBerry Devices BlackBerry Interent Service

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QUESTION: 1
How many email accounts can be added to a BlackBerry Internet Service account? (Choose one.)

A. Ten third-party email accounts and one BlackBerry email address
B. Nine third-party email accounts and one BlackBerry email address
C. Up to ten email accounts with any combination of BlackBerry email addresses and third-party email accounts
D. No limit on third-party email accounts and one BlackBerry email address
E. Up to eleven email accounts with any combination of BlackBerry email addresses and third- party email accounts

Answer: A

QUESTION: 2
Which of the following might prevent BlackBerry device users from installing Google Maps on their BlackBerry devices? (Choose one.)

A. The BlackBerry device memory is full
B. It is an unsupported application
C. The BlackBerry device is not provisioned for BlackBerry Enterprise Plus services
D. The users do not have BlackBerry Internet Service accounts
E. A BlackBerry Internet Service policy is blocking the application

Answer: A

QUESTION: 3
BlackBerry Desktop Manager shows the BlackBerry device as Connected and then quickly shows it as Disconnected when connecting using Bluetooth. Which of the following would cause this issue to occur? (Choose one.)

A. An anti-virus program is blocking the Bluetooth connection to BlackBerry Desktop Manager
B. The Bluetooth software has not been installed on the BlackBerry device
C. Improper Bluetooth drivers are installed on the desktop computer
D. BlackBerry Desktop Manager has not been installed correctly
E. The Bluetooth hardware that is installed on the computer is unsupported

Answer: A

QUESTION: 4
Which two of the following synchronization options for the Calendar Data range can be customized for BlackBerry Desktop Manager? (Choose two.)

A. Choose > Select Task Range
B. Enable Quick Entry
C. Choose to Transfer all past items
D. Select All scheduled items
E. Choose to Transfer only future items

Answer: D, E

QUESTION: 5
A BlackBerry device user has a media card in the BlackBerry device, but the BlackBerry device memory is full. Which three of the following actions should the user take to resolve this issue? (Choose three.)

A. Perform an Application Load on the BlackBerry device to install additional memory
B. Make sure the BlackBerry device is set to automatically delete old email messages
C. Enable Content Compression on the BlackBerry device
D. Uninstall third-party applications
E. Move pictures from the BlackBerry device memory to the media card

Answer: B, D, E

QUESTION: 6
Email messages deleted from a BlackBerry device are not being removed from the BlackBerry device user's email application for an integrated IMAP email account. Which of the following might cause this to happen? (Choose one.)

A. The user's email application was configured to access the messaging server using POP settings
B. Wireless message reconciliation is not supported for integrated IMAP email accounts
C. The user has disabled wireless email reconciliation in the BlackBerry Internet Service account
D. The user has not enabled email reconciliation in BlackBerry Desktop Manager
E. The BlackBerry device is provisioned for BlackBerry Enterprise Server service on the wireless data network

Answer: A

QUESTION: 7
When are you required to use the advanced integration feature of the BlackBerry Internet Service? (Choose one.)

A. When integrating a third-party email account that requires a proxy server
B. When integrating a BlackBerry Internet Service account that has a password specified
C. When integrating a Microsoft Outlook Web Access email account that has an Internet Security and Acceleration Server
D. When integrating a third-party email account that requires a user name not found in the email address
E. When integrating a Yahoo! email account in order to receive instant email message notifications

Answer: D

QUESTION: 8
A BlackBerry device user has three integrated email accounts with the BlackBerry Internet Service: Yahoo!, Gmail, and an integrated POP email account. Email messages arrive on the BlackBerry device almost immediately after being received by the Yahoo! and Gmail email accounts. With the integrated POP email account, it can take up to 15 minutes from the time the email message arrives in the mailbox until it arrives on the BlackBerry device. What might cause this issue? (Choose one.)

A. Integrated POP email accounts are polled at 15 minute intervals by the BlackBerry Internet Service
B. The user's BlackBerry device is provisioned for BlackBerry Enterprise Plus Service
C. The Instant Polls feature is disabled for this specific POP email account on the BlackBerry Internet Service account
D. The BlackBerry device does not have sufficient wireless coverage
E. The user's email messages are being sorted to a .pst folder by the desktop email application

Answer: D

QUESTION: 9
A BlackBerry device user is trying to install BlackBerry Desktop Manager. The installation fails with the following error message: Error 1904 Which two of the following troubleshooting steps should the user employ to address this issue? (Choose two.)

A. Unregister and re-register the atl.dll file
B. Remove any IT policies from the BlackBerry device
C. Install BlackBerry Desktop Manager on a different Windows profile
D. Install a supported version of Microsoft Outlook
E. Update the MAPI subsystem to a compatible version

Answer: A, C

QUESTION: 10
A BlackBerry device user is not able to log in to an online banking site using the BlackBerry Internet Browsing Service, although other web sites can be successfully accessed. Which of the following might cause this issue to occur? (Choose one.)

A. The browser content cache is full
B. The web site's security is set too high
C. The BlackBerry device security options are set too high
D. The BlackBerry device Push Content feature is not enabled
E. The BlackBerry device is roaming on a different wireless service provider's mobile network

Answer: B

QUESTION: 11
A BlackBerry device user's BlackBerry device stops receiving email messages from an integrated Yahoo! email account. What are three possible causes for this issue? (Choose three.)

A. There are email messages with attachments over 8MB in the user's Inbox
B. The user changed the password for the Yahoo! email account
C. The user entered the incorrect password on the BlackBerry device, ten times
D. Yahoo!'s anti-spam application is blocking incoming email messages from going to the user's Inbox
E. The service book for the email account has been deleted from the BlackBerry device

Answer: A, B, D

QUESTION: 12

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and many others.. See complete list Here