

## Chapter 1

# Your BlackBerry Is NOT an Edible Fruit?

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### *In This Chapter*

- ▶ A berry, berry long time ago
  - ▶ Checking out your BlackBerry behind the scenes
  - ▶ Seeing what your BlackBerry can do
  - ▶ Comparing new- and old-generation models
  - ▶ Meeting and greeting your BlackBerry
  - ▶ Not sweating the minor stuff
- 

**B**ecause you're reading this book, you probably have a BlackBerry (um, and we're pretty sure that you're not eating it). We're just curious, though — what actually convinced you to buy this particular handheld mobile device? Was it the always-connected e-mail? Or the wireless calendar sync? Was it the QWERTY keyboard? Or was it the really good sales pitch? We know; the list could go on and on — and we might never hit on the exact reason why you got yours. In fact, for some of you, your company simply handed you one. But for whichever reason you bought or acquired your BlackBerry, congratulations; you made an intelligent choice.

The same smarts that made you buy or obtain your BlackBerry are clearly at it again. This time, your native intelligence led you to pick up this book, perhaps because your intuition is telling you that there's more to this whole BlackBerry than meets the eye.

Your hunch is right. Your BlackBerry *can* help you do more things than you could ever think of. For example, your BlackBerry is a whiz at making phone calls, but it's also a device that you can use to check your e-mail as well as surf the Web. We're talking *World Wide Web* here, so the sky's the limit. Help is always at your fingertips rather than sitting on some desk at home or at the office. Need to check out the reviews of that restaurant there on the

corner? Need to see (right now) what's showing in your local movie theaters, or what the weather will be like later tonight, or the best place to shop? Need to get directions to that cozy bed and breakfast, or news headlines, or stock quotes? Want to do some online chatting or view some pictures online? You can do all these things (and more) by using your BlackBerry.



BlackBerry is also a full-fledged personal digital assistant (PDA). Out of the box, it provides you with the organizational tools you need to set up to-do lists, manage your appointments, take care of your address books, and more.

Being armed with a device that's a phone, an Internet connection, and a PDA all built into one makes you a power person. With your BlackBerry (along with this resourceful book), you really can increase your productivity and better organize yourself. Watch out, world! Person bearing a BlackBerry coming through!

If you stick with us throughout this book, you'll find out all you need to get the most out of your device or maybe even stave off (or save) a troubled relationship. (Well, the last one is a bit of an exaggeration, but we got your attention, right?)

## *Know Your BlackBerry History*

Your BlackBerry is truly a wondrous thing, boasting many features beyond your ordinary mobile phone. And its "sudden" popularity didn't happen overnight. Like any other good product out there, BlackBerry has come a long way from its (relatively humble) beginnings.

In the days when the Palm Pilot ruled the PDA world, Research In Motion (RIM; the maker of the BlackBerry) was busy in its lab, ignoring the then-popular graffiti input method to design its own device with the QWERTY keyboard — the kind of keyboard people were already used to from working on their PCs. RIM didn't stop there, however. It also added an always-connected e-mail capability, making this device a must-have among government officials as well as professionals in the finance and health industries.

To meet the needs of government officials and industry professionals, RIM made reliability, security, and durability the priorities when manufacturing its devices. Today, the BlackBerry comes from the same line of RIM family products, inheriting all the good genes while boosting usability and adding more functions to its core BlackBerry applications. As a result, not only is BlackBerry popular among *prosumers* (professional customers) but among consumers as well.



Throughout the book, you'll see sections that apply to prosumers/enterprise users, indicated by the icon you see here in the margin. If your BlackBerry was given to you by your employer and your device is set up so that you can use only your company e-mail address for e-mailing, you can consider yourself an enterprise user.

On the other hand, if you bought your BlackBerry on your own from a network service provider, like T-Mobile, consider yourself a consumer.

Why the division? It's simple. A few features, such as the wireless address book lookup or wireless calendar sync, need the BlackBerry Enterprise Server to be connected to a central e-mail server. Such a connection is often available in large corporations, but no individuals that we could think of would have their own private BlackBerry Enterprise Server. (Although anything's possible, we suppose.)

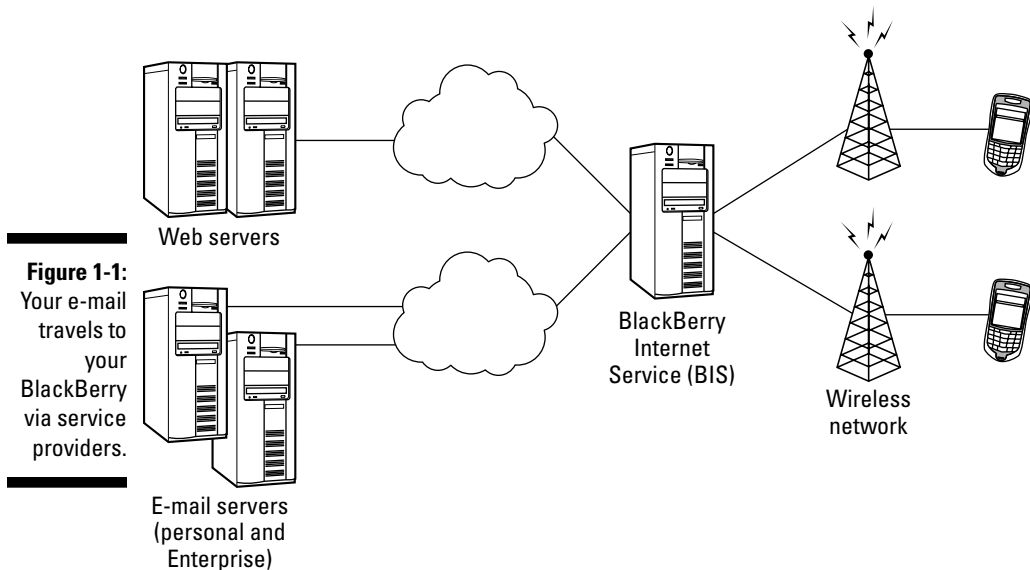
## *How It All Works: The Schematic Approach*

For those of you who always ask, "How do they do that?" you don't have to go far; this little section is just for you.

### *The role of the network service provider*

Along with wondering how your BlackBerry actually works, you might also be wondering why you didn't get your BlackBerry from RIM instead of a network service provider like Cingular or T-Mobile? Why did you need to go through a middle-person? After all, RIM makes BlackBerry.

Those are excellent questions — and here's quick-and-dirty answer. RIM needs a delivery system — a communication medium, as it were — for its technology to work. Not in a position to come up with such a delivery system all by its lonesome, RIM partnered (and built alliances across the globe) with what developed into its network service providers — the usual suspects (meaning the big cellphone companies). These middle-providers support the wireless network for your BlackBerry so that you have signals to connect to the BlackBerry Internet Service — meaning that you can get all those wonderful e-mails (and waste so much valuable time surfing the Internet). See Figure 1-1 for a schematic overview of this process.



**Figure 1-1:**  
Your e-mail travels to your BlackBerry via service providers.

Network service providers don't build alliances for nothing, right? In return, RIM gave them the right to brand their names on the BlackBerry they offer for sale. For example, a T-Mobile 7100t looks different from a similar model you get from Vodafone. Which leads to another question: Do BlackBerry functionalities actually differ from phone model to phone model? Quick answer: On the core BlackBerry applications (such as Tasks and Address Book), you find no major differences. However, some BlackBerry features, such as Instant Messaging, might or might not be supported by the network service provider. (See Chapter 9 for more details on Instant Messaging.)



Just to keep the scorecard straight, when we come across features available from one network service provider that aren't available from other providers, we'll be sure to point them out.

## *Connecting to your personal computer*

Nowadays, a personal computer is a household necessity. We spend so much time on them, and so much information is stored in them. No surprise, BlackBerry works hand in hand with your PC. The USB cable that comes with your BlackBerry does more than just charge your device. All the chapters in Part IV of this book are dedicated to guide you in making use of this important connection with the help of the BlackBerry Desktop Manager and all the

utilities that come with it. You will find discussions in Chapter 11 on how to sync your device with the Personal Information Manager data that you keep in your PC. Chapter 12 talks about installing new applications to your BlackBerry with the help of your PC. You can also read Chapter 13 for directions on how to use the Redirector application in the desktop to set up filters on your e-mails. Lastly, Chapter 14 guides you on how to back up almost anything in your BlackBerry, down to your desktop.

## *Connecting to the Enterprise*

Down, Trekkies! We're not talking about hooking up with Captain Kirk or Lt. Uhuru. RIM's initial markets were enterprises and governments, and e-mail was the key to RIM's success. And yet, BlackBerry is so much more than simply e-mail capability, and enterprises and governments quickly figured that out. A company that uses BlackBerry service has the option of integrating e-mail service as well as calendaring to its own enterprise software: Microsoft Exchange, Lotus Domino, or whatever. Such software likely existed on the company network before it started using BlackBerry, so the company was already heavily invested in it. RIM's decision to enable integration of its service within the frameworks of existing enterprise servers made good business sense.

### *The BlackBerry Enterprise Server*

So how does it work? To integrate corporate e-mails and calendaring, RIM provides a connector to its service to and from a corporate network. This software is *BlackBerry Enterprise Server* (BES), which is the glue that connects the RIM network with a corporate network. Using BES, a company can have full control over what its employees can and cannot do with their devices. For example, a company's BES administrator could opt to disable *PIN-to-PIN* (personal identification number) messaging. This messaging system is supposedly more private than sending messages between e-mail accounts because PIN messages are sent directly from one device to another without going through a central corporate server. (See Chapter 9 for more details about PIN-to-PIN messaging.) A company's administrator can also enable or disable downloading and installation of applications to your device. Such control provides important flexibility for a corporation when security is an integral part of day-to-day operation.

One of the most important features of BlackBerry Enterprise Server is its Mobile Data Service (MDS). MDS answers the challenge of extending corporate data within the corporate network without jeopardizing security. MDS allows companies to make all BlackBerry browsers follow the existing constraints of Internet browsers inside a corporate network. For example, if the

firewalls on your corporate network prevent you from going to potentially malicious sites, you're not going to be able to use your BlackBerry browser to go to said sites — the same rules apply, in other words. This is all achieved by MDS. With MDS, your BlackBerry can be considered part of your corporate network, following all the rules that your network firewalls are set up to enforce.

### ***Connecting wirelessly***

From the get-go, e-mail is always connected to your e-mail server wirelessly. Then comes calendaring, where your appointments are synchronized to your company's calendaring system. RIM did not stop there. Version 4.0 of BES is a leap forward for the BlackBerry platform. It supports this new buzzword *wireless everything* sync, absolutely allowing you to sync all your PIM data (including notes, tasks, and address book) wirelessly. Most of the utilities you found in the desktop side can now be accomplished wirelessly. In essence, you don't need the desktop, but it's your choice.

### ***Connecting via desktop computer***

In addition to the wireless side of BlackBerry, there's also the wired side of connecting to enterprise data. The same utilities and functions that are available to you if you have a personal device are available to you when you have a BlackBerry from your company. But there's more in version 4.0 of your device OS and 4.0 of BES. RIM deployed the Handheld Manager for the desktop. This application allows the device to use the network connection in your PC for any communication to the BES. In essence, if your device is connected to your company's PC and the Handheld Manager is running, any e-mails do not go through the phone provider's network. They go straight from your e-mail server to the BES server and to your device.

## ***Doing the BlackBerry world-traveler thing***

Two dominant technologies compete in the worldwide cellphone industry today:

- ✓ **Code Division Multiple Access (CDMA):** This is available in the United States through Verizon Wireless.
- ✓ **Global System for Mobile Communication (GSM):** This is a tad older than its CDMA rival.

Nothing stands still in this world, and this saying is proven by the fact that GSM has spawned *Global Packet Radio Service* (GPRS), a second-generation technology that has been growing in popularity because it works on the same GSM phone infrastructure. This combo GSM/GPRS is also available in the U.S. through most of the major network service providers. As you might have guessed, GSM/GPRS competes in the marketplace against CDMA.

Why is this a factor? Or, to put this more bluntly, what's it to you? Well, because CDMA and GSM/GPRS aren't compatible with each other — which is what happens when you have competing technologies going for all the marbles in the marketplace — your phone works on only one technology. When you travel outside North America, you face the burning question: “CDMA or GSM/GPRS?” (The non-acronym version of this question is “Will my BlackBerry work on this country's network or won't it?”) If you currently work with GSM/GPRS, you should be okay because most non-North American countries are on GSM/GPRS networks. If you're a CDMA kind of person, you might have some “issues,” as they say. When in doubt, talk to your network service provider.

## *Oh, the Things You Can Do!*

Always-connected e-mail is still what makes BlackBerry very attractive and is likely first in the long list of reasons why you got your BlackBerry in the first place. And, if you need to go global, you can use your BlackBerry in 30 countries. Just hop off your flight, turn on your BlackBerry, and *voilà!*: e-mails on your BlackBerry while you're 6,000 miles away from home. You can receive and send e-mails whether you are in Hong Kong, London, Paris, or New York. Your significant other can get in touch with you wherever you are — just to say hi or to remind you that you'd promised Aunt Edna a case of Chanel No. 5. (One caveat here — you need to make sure that your network service provider has the technology to go global. See the earlier “Doing the BlackBerry world-traveler thing” section for more info.) Generally speaking, you can receive and send e-mails just like when you're at home.



Although e-mail is BlackBerry's strength, that's not the only thing it can do. This section goes beyond e-mail to point out some of the other major benefits you can get from your device.

### *Internet at your fingertips*

Yup, you can browse the Web with your BlackBerry. Even better, you can continue chatting with your friends through Instant Messenger, just as if you never left your desktop computer. You can also get up-to-the-minute information when you want it, when you need it. Just imagine getting an alert when your stock is tanking. True, that's not a good thing to happen, but this information is critical for you to act in a timely manner.

If you're not into stocks, how about getting sports and weather information? Or maybe traffic alerts? Say you want to know the best restaurants in town for that special evening — birthday, anniversary, first date, or whatever. Many services that are available on the Internet are also available to you on your BlackBerry.

Intrigued? Your questions about how your BlackBerry can take advantage of the Web are answered in due time (in Chapter 10 of this book, to be precise).

## *Me and my great personal assistant*

You might be saying, “But I’m really a busy person, and I don’t have time to browse the Web. What I *do* need is an assistant to help me better organize my day-to-day tasks.” If you can afford one, by all means go ahead and hire a personal assistant. If not, the next best thing is a personal *digital* assistant (PDA). Many PDAs are on the market today, the most popular ones being those marketed by Palm and WinCE. Getting a PDA can be a big help — and mucho less expensive than hiring a secretary.

So, are we telling you to go out and buy a PDA? No way! Put away that credit card because you don’t need to go that route.

Whip out that BlackBerry of yours and take a closer look. That’s right, your BlackBerry is also a full-fledged PDA, able to help you remember all your acquaintances (see Chapter 3), manage your appointments (Chapter 4), keep a to-do list (Chapter 5), and much more.

In Chapters 3–6 of this book, you can read up on all the tricks and tips for managing your life using your BlackBerry. Heck, we even show you how your BlackBerry calendar can be wirelessly synced with your Outlook calendar (Chapter 7). Talk about an informational cornucopia!

## *A computer in the palm of your hand*

A remarkable communication device? Check. A full-fledged PDA? Check. Yup, a BlackBerry is a pretty sophisticated product, but what we’ve described so far is just the tip of the iceberg. Don’t underestimate the device because of its size: Your BlackBerry is, in reality, a pretty powerful computer despite its small size.

Need convincing? Here goes. Out of the box, it comes with a great set of organizational as well as productivity tools. These tools are really just programs developed by RIM to run on this device firmware (its operating system; OS). You can find out more about these tools in the rest of the book: Chapter 4 talks about managing your appointments; Chapter 5 details how to keep track of your tasks and keep your password safe in a central location; and Chapter 6 guides you in using your BlackBerry for taking notes and making calculations. In Chapter 8, you will also find more on messaging tools for enhanced



collaborations. With the growing popularity of the device, software developers outside of RIM are taking advantage of this growing market — which means literally hundreds of applications are now out there for you to download.

Download? Absolutely! BlackBerry supports the downloading of applications through the BlackBerry Browser. And of course, it's wireless. (See Chapter 9.) For example, you can download more productivity tools like spreadsheet applications or applications to view and edit office documents written in Word or other word processing programs. The number of BlackBerry applications is growing — and growing fast.



To be honest, there's no way to foresee how many applications will be on the market when this book is published. And the price of an application varies, depending on how sophisticated the program is, so we can't really give firm numbers right now. But if you're curious, check out Chapter 17, where we describe some of the best business applications out there. You should be able to find some treasures suited to your field of work.

Does all this talk about productivity tools make your eyes glaze over? Well, "All work and no play" does something or other, so we have no qualms about shifting toward the more fun topics, such as games. BlackBerry comes out of the box supplied with just a single game, but you should look upon this merely as an appetizer (or at least the free candy that gets you wanting more). If do find yourself wanting more, go to the candy store — that is, the Web — to find an infinite variety of games designed for your BlackBerry. Chapter 18 highlights some of the more fun games out there, all available for downloading.

## *Look Dad, no hands!*

Your BlackBerry comes equipped with an earphone that doubles as a mike for hands-free talking. This accessory is your doctor's prescription for preventing the stiff neck that comes from wedging your BlackBerry with your shoulder against your ear. At the very minimum, it helps free your hands so you can eat Chinese take-out. And, if you happen to be a New York resident, you're required by law to use an earphone while driving when you use a cellphone. (Not that we recommend using your cellphone while driving, but if you really need to make that call, going hands-free is better and safer.)

But RIM didn't stop with just your standard (wired) earphones. BlackBerry also supports cool, new wireless earphones/mikes — the ones based on Bluetooth technology. "But how could a bizarrely colored tooth help me here?" you might ask. Fooled you! *Bluetooth* is a codename for a (very) short-distance wireless technology first used to connect simple devices

like computer accessories, but that is now becoming more common on cell-phones, specifically on wireless earphones/mikes.



Because Bluetooth is a relatively new technology, this feature is available on only the more recent BlackBerry models. When it is available, you have an option to enable and disable it. (See Chapter 10 for details on turning Bluetooth On or Off.)

## *Going new look or traditional: Your BlackBerry choices*

If you check out RIM's BlackBerry Web site — found at [www.blackberry.com](http://www.blackberry.com), strangely enough — you can find two broad categories of models in terms of look and feel: the new-looking BlackBerry (the 7100 series) and the traditional BlackBerry (everything else). To be honest, the new-looking 7100 series doesn't break any radically new ground in terms of industrial design — the devices have just been slimmed down so they look more like a largish cellphone (a bit easier to hold on to). The traditional-looking BlackBerry, on the other hand, looks pretty much like all the other clunky PDAs out there.

The big question, then, is what the differences are between the two types, other than their looks. To be honest, not much. Both types use the same underlying software; both have wireless e-mail, phone, and Internet browsing capabilities. The subtle differences involve things like the use of the SureType keyboard on the 7100 models and the option of a couple of different ways to get to the same applications. In addition, most of the 7100 models have more graphical icons as well as high-resolution screens — which means you get a sharper display with the 7100s than with most other BlackBerries.

Given the lack of profound differences between the two types, you might wonder why RIM went for the different look. As we mention earlier, the 7100 model *does* look more like a cellphone than the traditional BlackBerry, which leads us to conclude that its target audience is made up of heavy phone users who also want all the functions of a BlackBerry. But is one model in any way better than the other? That really depends on the type of user you are. For example, most business users are inclined to use e-mail more. As such, the traditional-looking BlackBerry is the preference for most of these companies. When it comes to personal users, however, they are probably more inclined to be heavy phone users — which would mean that the 7100 would probably have a bit more appeal for them.

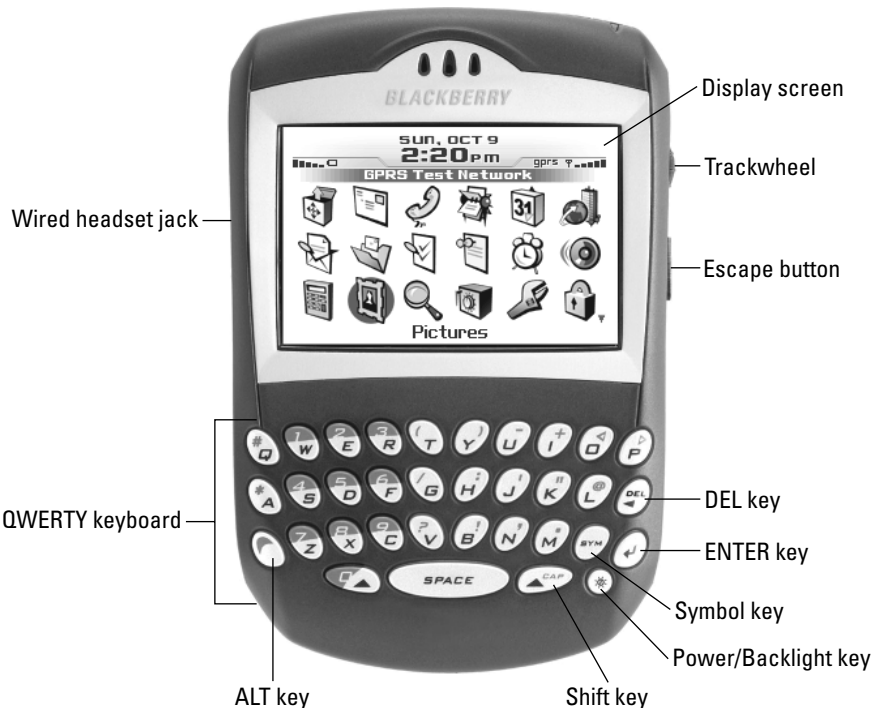


Although RIM markets the 7100 to heavy phone users, the 7100 is just as capable as the rest of the BlackBerry models. You can do the same kinds of tasks on a 7100 as you would on any other BlackBerry models just keep in mind that how you perform those same tasks might be slightly different. (To help you keep these differences straight, we plunk down a 7100 icon just like the one you see here in the margin whenever we give you some 7100-specific instructions.

## Anatomy 101: The Body and Features of Your BlackBerry

Progress being what it is, every new model of BlackBerry comes better equipped than the previous one. But generally speaking, most of the improvements have occurred under the hood, which means that what you actually see outside has remained relatively constant. No matter what type of BlackBerry you have, then, you're going to find the following four basic features, as shown in Figures 1-2 and 1-3:

- ✓ **Display screen:** Graphic user interface (GUI) of the BlackBerry
- ✓ **QWERTY keyboard:** Input for the BlackBerry
- ✓ **Escape button:** Button used to cancel a selection
- ✓ **Trackwheel:** Tool used to navigate the display screen



**Figure 1-2:**  
Main  
BlackBerry  
features (on  
the 72xx  
series).



**Figure 1-3:**  
Components  
on a 7100  
BlackBerry  
model.

## Display screen

When you first turn on your BlackBerry, the display screen displays the *Home screen*, which is your introduction to the GUI of your BlackBerry. The GUI represents the different applications found in your BlackBerry using graphic icons. Through the GUI, you can access your device's applications and features.



When checking out those icons, just remember that how your own GUI looks depends on how you want it to look. The font and theme are all customizable. For more on personalizing your BlackBerry, see Chapter 2.



On the 7100 models, you might not see icons per se the first time you turn on your BlackBerry. Depending on the theme you're using, you might see your applications listed in text form rather than as icons, as shown in Figure 1-4. (See Chapter 2 for more on customizing your theme.)



**Figure 1-4:**  
One version  
of a Home  
screen on a  
7100 model.

## *QWERTY keyboard*

Unlike some PDA manufacturers out there — they know who they are — RIM chose the same QWERTY keyboard you know and love from your personal computer as the input method for the BlackBerry. We think that was a great decision because it means we don't have to learn some new way of writing — graffiti or whatever — to get data into our BlackBerry. All we have to do is type on a keyboard — and we already know how to do that.

Whether you use your pinky or your index finger, how you type on your BlackBerry is up to you. Most people do, however, find that typing with two thumbs is the more efficient way to type on a BlackBerry.








The 7100 model doesn't have a full QWERTY keyboard; rather, it works with a QWERTY-based keyboard known as the *SureType* keyboard. The idea here is that many keys share letters (refer to Figure 1-2 to see how this looks) and that the SureType technology is smart enough to learn what key combinations come up with the words you want. Basically, with SureType, you can now type with only one thumb, and your BlackBerry learns the words that you frequently use.













Here are tips to speed up the learning curve when using SureType technology:

- ✓ **Always finish typing a word before correcting it.** This way, SureType learns what you want to type next time.
- ✓ **If SureType got the word you're typing right on the first try, simply use the spacebar to move on instead of clicking the trackwheel or pressing ENTER.**
- ✓ **Type! Type! Type!** Because SureType learns how you type, the more you use it, the smarter it becomes in adapting to your style.







For more tips on mastering SureType, see Chapter 2.

Table 1-1 lists SureType keys.

<i>SureType Key</i>	<i>Possible Output without ALT</i>	<i>Possible Output with ALT + Key</i>
	Q, W	!
	A, S	?
	Z, X	Open list of Symbols
	E, R	1
	D, F	4

<i>SureType Key</i>	<i>Possible Output without ALT</i>	<i>Possible Output with ALT + Key</i>
	C, V	7
	T, Y	2
	G, H	5
	B, N	8
	U, I	3
	J, K	6
	M	9
	O, P	. or : or ;
	L	' or ,
	Backspace	N/A
	ENTER	N/A
	ALT	N/A

(continued)

<b>Table 1-1 (continued)</b>		
<b>SureType Key</b>	<b>Possible Output without ALT</b>	<b>Possible Output with ALT + Key</b>
	Next space	*
	SPACE	0
	CAP	#
	Opens Phone	N/A
	Disconnect an ongoing phone call/back to Home screen	N/A
	Opens Browser	N/A

## *Escape button*

A simple yet useful button, the Escape button allows you to return to a previous screen or cancel a selection.

## *Trackwheel*

The trackwheel allows you to navigate the display screen. And pressing the trackwheel allows you to confirm or enter a choice or selection.

## *Final BlackBerry Tidbits!*

The main concerns most of us have when buying a product are quality and reliability. Will the product last? Will it perform as the flier says? Will I regret having bought this item six months down the road? This section looks at



some of the hardware features that make buying the BlackBerry device a wise purchase.

## *Power efficiency*

Now, anyone who has had an ear to the ground regarding BlackBerry knows its reputation as a highly efficient little machine when it comes to power consumption. If you have/had the old 62xx series, you know that the device could run for two weeks without recharging. Right at the onset, RIM designed and made its devices to consume power effectively.

With the addition of colored and high-resolution screens, the much-vaunted power efficiency has gone down somewhat, especially with newer models like the 7100 series. Power requirements on these devices have now increased to such an extent that you need to recharge roughly every two to three days. Realizing that this is a bit of a hassle, we offer a section in Chapter 2 where we spell out some tips on prolonging the life of your battery, especially when you're traveling.

## *Memory management*

We know that memory is the last thing on people's mind when they buy a BlackBerry. Not many know the role ample memory plays for a device because you definitely have ample free memory on your device when you first receive it. The thing is, though, that this memory does not grow as you use BlackBerry. You're stuck with a fixed amount of memory, which can prove limiting over time. As you install more and more applications, this free memory gets used up. In fact, you could eventually run out of memory altogether.

Does your device die when you run out of memory? No, thank goodness. Your BlackBerry is quite capable of monitoring the free memory on your device. If you're ever in danger of reaching your upper limits, your BlackBerry has a memory management that cleans house to free this limited resource.

BlackBerry applications right out of the box are capable of figuring out what data just isn't that important. For example, the BlackBerry Browser caches data in order to enhance your experience when browsing the Web. *Caches* use local copies of Web pages to speed up the reloading of previously visited Web sites, so they are generally good things to have around. However, this cache also takes up space. When the OS tells Browser that the device is reaching its upper memory limit and that it needs to do some house cleaning, Browser deletes this cache. This is also true for Message, which deletes e-mails you've already read, starting from the oldest and working its way backward.



Curious about how much available space your device has? Using your trackwheel, scroll to highlight Options on the BlackBerry Home screen and then press the trackwheel. Scroll through the list and click Status. In the Status screen, File Free is the field that tells you how much available space is left.

On the 7100 models, you can find Options in the Tools.

On models other than 7100, a shortcut is available to get to the HelpME screen, which among other information also shows File Free. Simply press Alt+CAP+H together and the HelpME screen appears.

## *A sentry is always on duty*

Throughout the history of human existence, we've seen some nasty things that human beings are capable of doing. Unfortunately, the virtual world is not exempt; in fact, every day a battle is fought between those who are trying to attack a system and those who are trying to protect it. Included among those attacking the system are those who are trying to steal corporate data for their advantage, as well as individuals trying to steal personal data in order to carry out identity theft.

A computer connected to the Internet faces an extra risk of being hacked or becoming infected by a computer virus intent on simply annoying the heck out of you or (even worse) wreaking havoc on your computer. Fortunately, security is one of the strong points of the BlackBerry. RIM has built into its software features that allow companies to curtail activities for their BlackBerry users that they deem risky, such as installing or running a third-party application. Data transmitted on and from the device are encrypted so that possible snooping is prevented. RIM also has a Signature process for application developers, which forces developers to identify themselves and their programs if they are developing any applications running on the BlackBerry platform that need to integrate with either BlackBerry core applications or the OS.

Remember the *I love you* and *Anna Kournikova* viruses? These are virtual evils transmitted through e-mail, a script, or sets of instructions in the e-mail body or attachment that can be executed either by the host e-mail program or, in the case of an attachment, by the program that is associated with the attached file. Fortunately, BlackBerry's Messages does not support scripting languages. As for attachments, out of the box BlackBerry supports very few file types, mostly images and text documents. BlackBerry's viewer for such files doesn't support scripting either, so you won't be facing threats from e-mails having these attachments.



The security measures RIM implemented on the BlackBerry platform have gained the trust of the U.S. government as well as many of the Forbes Top 500 enterprises in the financial and health industries.