

RCA SERVICE COMPANY

# NEWS

May, 1954



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## Service Company Clinicians Assist at "Birth Of An Era"

**O**RCHIDS TO YOU. For me you have set a new standard on how to conduct a technical meeting."

"These meetings will stand out as one of the most important milestones along RCA's path to color television."

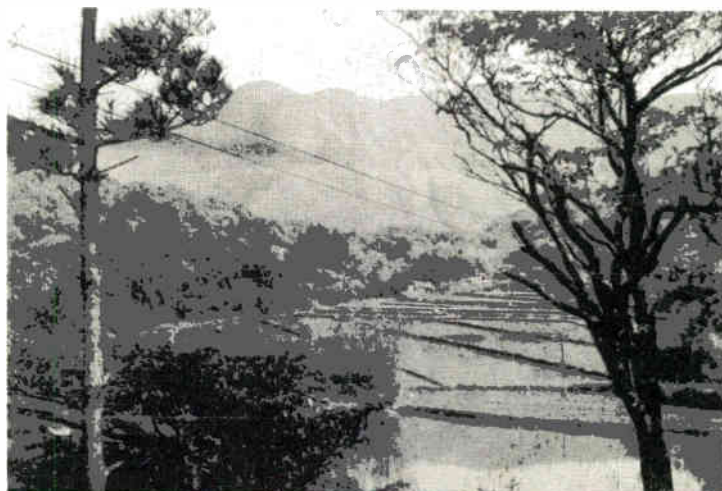
"Service engineers who attended all three sessions were unanimous in their praise for your efforts in treating a complex subject in a manner easily understood."

These statements represent just a few excerpts taken from letters from both servicemen-dealers and RCA set licensees who attended a nationwide series of Color Clinics conducted by specialists of the RCA Service Company.

Here's what the IBEW's (International Brotherhood of Electrical Workers) *Technician-Engineer* said.

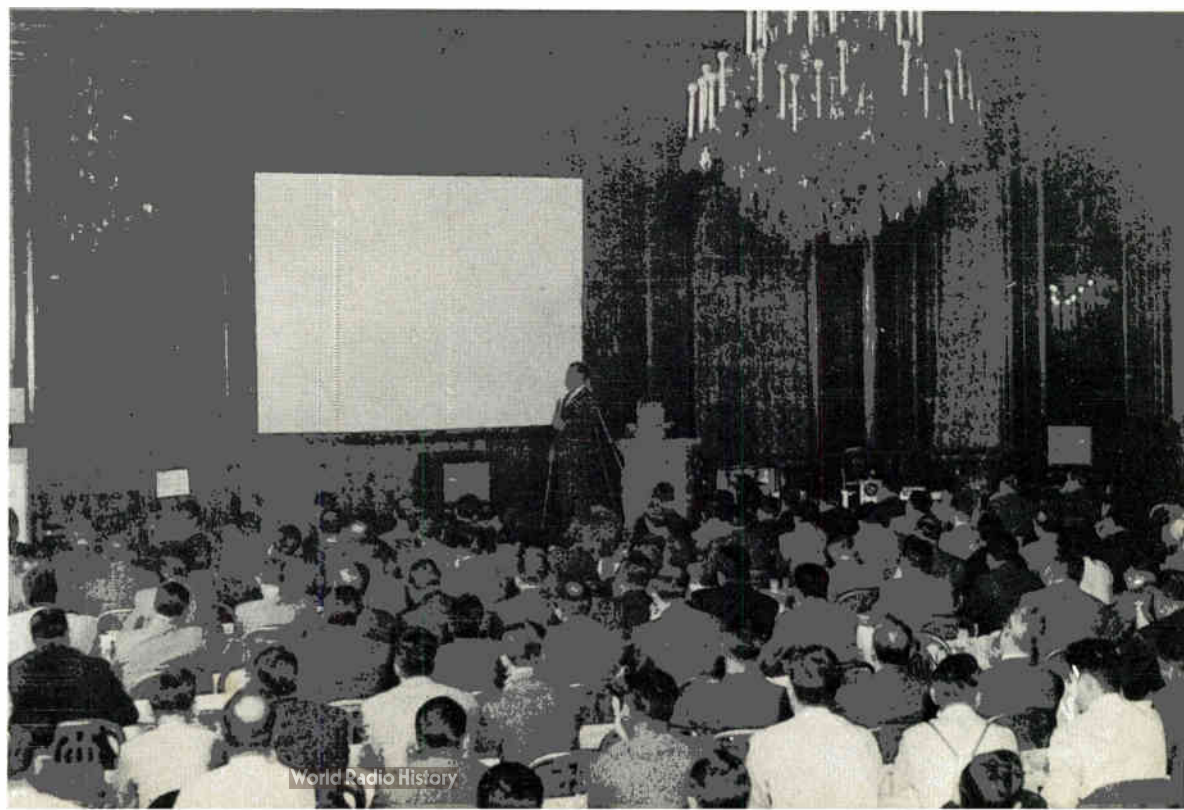
"The series of 'Color Clinics' being conducted by

*(Continued on page 4)*



Springtime Comes To Formosa  
*(Turn to page 9 for story)*

During one of a series of color clinics early this year, E. R. Klingeman, of the RCA Service Company, tells a licensee meeting held at the Hotel Sheraton, in Chicago, how "RCA pioneered and developed compatible color television"





## Midtown's Mobile Eqpt.



All ticketed and ready to go, part of the 30 police cars await only the U. S. Custom Service seal of approval before leaving the branch for the high seas

they could leave the branch for their overseas destination.

The work was undertaken through arrangement with RCA International Representative John Hitch, who selected the New York branch because of its convenient location for overseas shipment.

Extreme care had to be exercised during the equipment installation to avoid damaging the cars' upholstery since they would be subjected to a rigorous inspection by Thailand authorities at Bangkok.

JAMES ALEXANDER, mobile equipment specialist, HOWARD SPENCER, chief tech (recently returned from color training) and STEVE KACZMARICK, journeyman, collaborated on the installation, completing the task in less than a month.

Jim Alexander says the men had the most difficulty handling the autos because they have a right hand drive. Jim (holder of a three-year safe driver award) says, "The boys were a little perplexed at first by having to shift gears left-handed, but they soon caught on. The fact that the speedometers were calibrated in kilometers also helped keep us off balance for a while."

The finished automobiles were transported to and from the piers by tractor-trailer trucks (four cars to a truck), only to gather dust because of the recent shipping strike.

Now in Thailand, the police cars come under the wing of RCA's distributor there for any future servicing.

**M**ANHATTAN'S Midtown Branch is back to normal now, but for a month recently, a few technicians had to learn new driving habits, parking space was at an even higher premium than usual, and the branch picked up pointers on international shipping and customs regulations.

It all came about when the branch received an order to install an RCA two-way communications system in 30 Ford police cars destined for service in Thailand.

The order resulted in two "firsts" for the big branch. This was the first time the branch handled such a job, and it is believed to be the first time the Thailand police have taken to mobile communication's equipment to combat crime.

One immediate problem confronting Midtown was parking space. Their own trucks had to be moved temporarily to make room for the red and blue cars (manufactured by Ford in Canada).

Then the branch had to arrange customs inspection not only when the cosmoline-coated vehicles arrived, but also before

Backing up the technicians are Midtown stockmen Frank Lapari (l.) and George Santel (r.).

Both are checking stock, including parts for mobile equipment.

Such a continuing inventory check aids in expediting jobs like the installation for the Thailand police, plus assuring an adequate stock for any eventuality





# Gives Bankok "Dragnet"

## WENT RIGHT, BUT DROVE LEFT

**M**IDTOWN'S Mobile Specialist is 31-year-old JAMES P. ALEXANDER. Jim started with the Service Company back in August, 1947.

Working with mobile equipment has been a long-time dream for him. He made up his mind during the Second World War that if he got a chance, he'd look into a future with electronics.

The dream crystallized after completion of a New York radio-TV school when Jim started as a helper at the Flushing branch.

The ex-destroyer sailor holds a second class radio telephone license and an advanced class amateur license. Married, he has one child and owns his home at Hicksville, Long Island.

HOWARD G. SPENCER began with the Serv. Co. about a month before Jim Allen did, in July, of 1947 to be exact.

Midtown's chief technician also started as a helper, but received his grounding in electronics work after serving two and a half years as a tech sergeant in the old Army Air Corps in World War II.

After military service, Spence worked as a radio repair serviceman in New York.

His ability and cooperative spirit rates high with his fellow-technicians and with his supervisors.

A product of the Long Island City branch before he came to Midtown, STEPHEN KACZMARICK is now a journeyman in the Gotham mid-city branch.

Steve commenced working for the Serv. Co. in July, 1948, as a technician trainee.

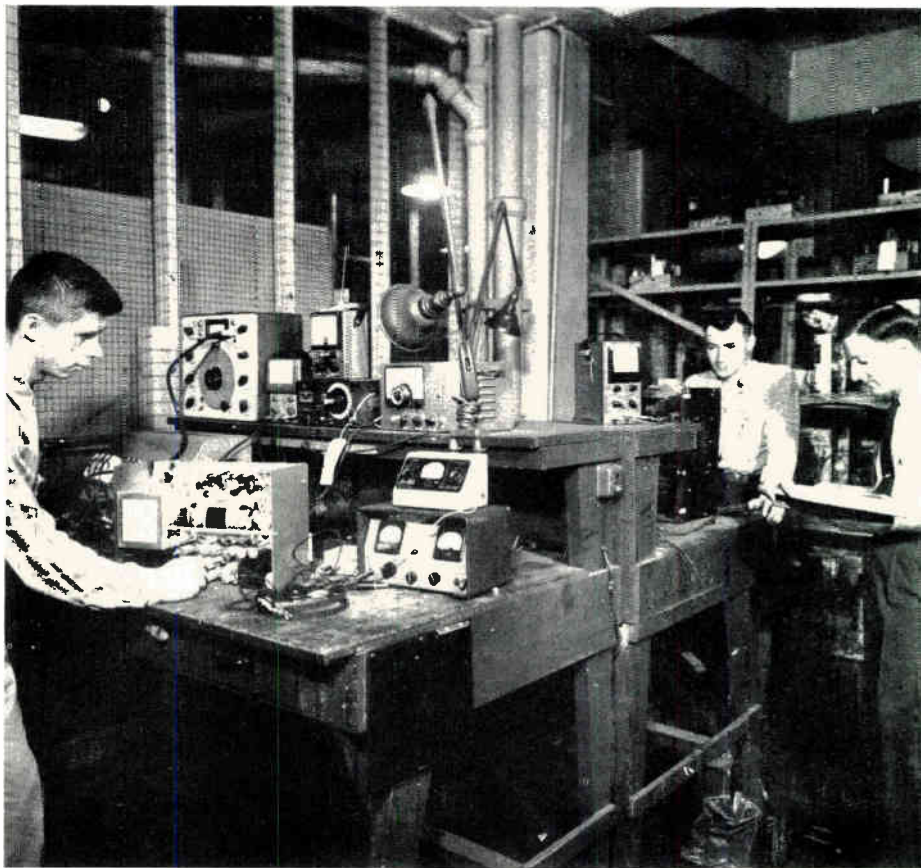
Another man who settled on electronics as a career with a future during his military service days, the Corona, Long Island resident served over two years in the Navy during the Second World War, winding up as electronic technician's mate first class in the Philippine Islands, before returning state-side.

Journeyman JAMES E. COLLINS hasn't let a war (Korean) stand in his way.

Over six years ago, Jim started with the Service Company at the Jackson Hgt's branch as a helper, feeling sure at that time that his naval career was complete.

Despite his 14 months during the Second World War as a third class radioman, duty called again in May, 1951, and Jim wore the blue uniform until August 13, 1952.

Returning to his home in East Meadow, Long Island, he doffed his uniform, returning within a month to RCA.



(L. to r.) Steve Kaczmarick and James Collins (center) making final frequency adjustments prior to installation in police cars. (R.) Jim Alexander reviews FCC check list for conformity with government specifications

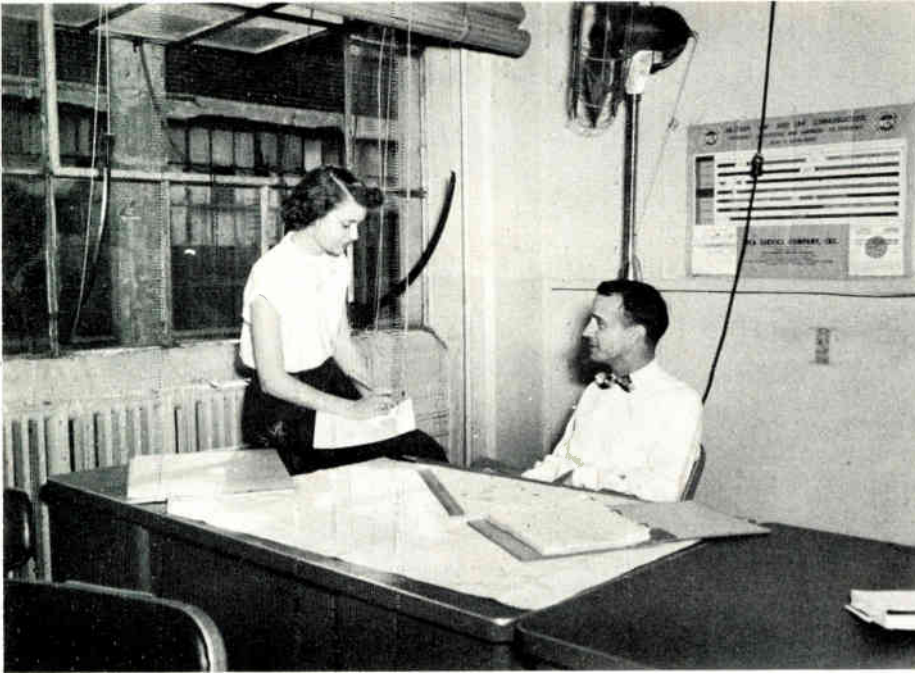
(Below) Admiring the "Man of the Hour" honorable mention award presented to R. E. ELLIS is Bob Grevenberg, business mgr., Local 1139, of the IBEW, JESSE LIPINCOTT, of home office, C. G. ROSE, manager, New Orleans branch, and W. B.

Rose, sales coordinator.

New Orleans top sales and EPPP tech, Ellis attributes success to "Effort—Perseverance—Production—and Planning." Combined this meant a winning award and \$77 extra earnings for the tech.







Lois Nazzario, BuShips clerk-typist, signs up Francis (Jack) Suttill for his blood donation last month

## Ex-Naval Officer Knows Need For Reserves Continues After Korea

"I HAVE seen battle casualties in hospitals at Tokyo and Yokosuka. If those casualties didn't have blood when it was needed, they would have died."

That's what Government's Bureau of Ships Planning Engineer FRANCIS J. SUTTILL said when asked about his reason for donating blood during last month's drive.

Although a newcomer to the Service Co., Jack is no recruit when it comes to contributing blood. He first donated back in 1944.

Jack (a two-war veteran) recently completed a tour of duty aboard a radar picket ship off Korea as a combat intelligence officer.

When the Collingswood, N. J. resident graduated from high school in 1941, he

was sure his future was in the Navy. He entered the Naval Academy the next year after spending nine months at Bullis Military Preparatory School in Maryland.

Within two years he was forced to leave the life of a mid-shipman when he was injured while playing "handball."

He explains the "handball" was 10 feet in diameter and opposing teams kick and push it toward their respective goals. His enthusiasm in his last game (and the last game at the Academy as it was discontinued by naval authorities) ran high and he was "steam-rolled" beneath it attempting to halt the ball's progress.

Granted an extended leave to recuperate, the engineer-designer used the time to acquire an AB in physics at Cornell.

(Continued on page 12)

Nancy Szachewicz, Govt. Serv. Dept. T & E clerk waits in line at Home Office to donate blood for the first time. Mrs. E. Prestwood, nurse's aide, takes Nancy's pulse and temperature



## Service Co. Clinicians

slide-accompanied lectures, conducted by RCA Service Company, are no less than excellent. From an editorial point of view, we can highly commend the clinics and recommend your attendance."

The clinics are part of the comprehensive training and educational program designed by RCA to make available to the entire television industry the knowledge gained through years of research and development in compatible color TV.

The truly outstanding praise not only from men whose technical experience rates them experts, but who may also represent RCA competitors, is a magnificent testimonial to the results of teamwork within an industry.

How does a company go about winning laurels? How is the material and know-how acquired and assembled?

The Service Company's part in the now-fledgling color TV era begins on a hot August day last year when vacationing was uppermost in many minds.

President E. C. Cahill met with his top advisors for a meeting spelling out color TV plans, and discussed forthcoming demands for manpower and timing.

The Service Co. was one of the spearheads in RCA's drive to open the logjams of doubt and confusion surrounding color TV's immediate future. The FCC was expected to render a year-end decision giving the green light to compatible color TV and, of course, the rush would be on. RCA must be ready, not only to launch color sets from the production lines, but to have a highly trained cadre of color TV specialists who would, in turn, aid thousands of TV servicemen, technicians, and manufacturers across the nation.

### Setting The Stage

Immediately orders began to filter down setting the stage for the Service Co. and its handful of color TV experts to prepare the color clinics, a vital step in the mushrooming progress of the entire color operation.

The clock forgotten, R. H. Hooper's (gen. office promotion) group began to make the local arrangements. MERRILL GANDER's engineers culled book and brain contributing their knowledge, MILT PYLE's training group labored night and day to prepare material to be used in the lectures, plus training the RTV lecturers whose responsibilities it was to put it across. W. W. WERNER organized and coordinated the entire project.

"Together," says Commercial Service Manager C. M. RIGSBEE, "all of these men contributed to a terrific team performance."

Pyle points out that "We had no guide or standard for this. All of it had to be developed from scratch; from the Serv.



# COLOR CLINICS WIN ACCLAIM



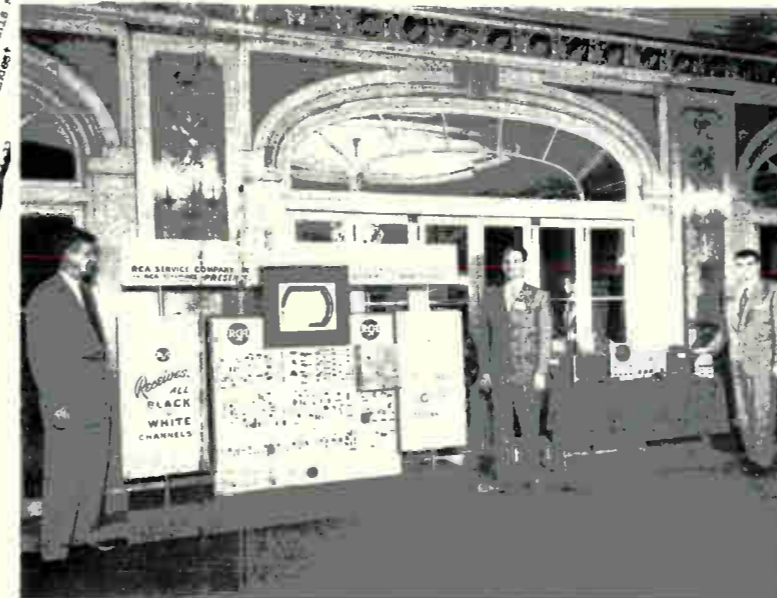
**PHILADELPHIA**  
Independent TV servicemen who turned out in the Quaker City

... efforts, I think that RCA's name is more than ever in the favor of the service dealers. I would like to pass on comments I received from dealer regarding the fine job that Clean Taylor did. One standing speaker and he thought Mr. Taylor, by far, made the best presentation.

Bob Lisak and Bud Kowrey join me in sending this letter to you. We feel that all too often we are quick to report any difficulties, but rather negligent about reporting outstanding work and we sincerely feel that these men are to be congratulated.

Dear Cliff:  
I wonder if now that your very successful color TV license realistic delivery date for at least one set or instruction material. In a letter to Mr. Karmans some weeks ago, I indicated that in the fact we would want four sets of this data, this information upon the realistic delivery date, first for one set, and second for three additional sets.

Any information which you can give me on this subject will be appreciated and also a finalized price. Kindest regards,  
Ed.



**NEW YORK . . . (L. to r.) Milt Pyle, E. R. Klingeman, and Russ Hall pose alongside RCA's Dynamic Demonstrator**

Mr. E. C. Cahill, President  
RCA Service Company, Incorporated  
Front and Cooper Streets  
Camden, New Jersey

Dear Mr. Cahill:  
I want to take this opportunity to express our appreciation for the training program on the recently approved basic color television standards your company presented at the New York, Chicago and Los Angeles clinics.

Members who attended all three sessions were very appreciative of your efforts in treating a complex subject in a simple and understandable manner. The training program was given at the Hotel Plaza for four days starting January 11th.

This was truly a great service to the industry, and I personally know that I have benefited greatly by the information both theoretical and practical given at these meetings.

The pamphlet on practical color television that was given to all of us is truly a good piece of work, and we understand that you are presently compiling a much more complete edition which will have more of the very excellent slides which were shown to us at the meetings.

Since we feel that all of our distributors' service managers will benefit greatly by reading this pamphlet on color, we would very much like to be able to secure approximately 125 copies just as soon as possible. We would, therefore, appreciate it if you would forward this information over to the man in charge of this phase so that he may give us a quote on our cost for that quantity of booklets.

We would appreciate your response.  
Sincerely,  
Ed.

March 20, 1954  
Mr. Cliff Rigsbee  
RCA Service Company, Inc.  
Bldg. WO 1  
Gloucester, New Jersey

Dear Cliff:  
We cannot let the opportunity go by without telling you how well received the two-day Color Clinic was in the Harrisburg area.

We feel that William H. Powell surpassed himself in giving this lecture which was so well received by our dealers and servicemen. Their comments were that it was clear, concise and to the point and very well handled.

Again, we wish to take this opportunity to thank your organization for the splendid cooperation.

Sincerely,  
Ed.

**PHILADELPHIA . . . Bill Powell, of RTV, is shown on stage in the "Color Clinic Review"**



Edward Cahill, President  
C. A. Service Co., Inc.  
Orchids to you!

The four day color symposium at the meeting I was in my opinion really proud to have ever attended. I attended an excellent job and the entire staff enthralled many others. All of this and more I must admit that this program, it could never have been the success that it was.

Mr. Cook's lecturing was extremely interesting and I hope to conduct a technical meeting.

Mr. E. C. Cahill, President  
RCA Service Company, Inc.  
Camden 14, New Jersey

I attended the two-day color service meeting conducted by Cliff Rigsbee and the crew. It was an excellent presentation. The program material was well selected and was excellently presented.

Wes Hill and Bill Cook did a terrific job on the basic color principles. The color signal at the receiver circuit was explained in a very understandable manner. The use of color equipment in color receivers and color TV sets is explained in a very understandable manner. The use of color equipment in color receivers and color TV sets is explained in a very understandable manner.

Mr. Clifford Rigsbee  
Manager Consumer Service  
RCA Service Company, Inc.  
Camden 2, New Jersey

Dear Cliff:  
The first Color Television Clinic in our territory was held on Monday and Tuesday of this week in Bridgeport, Connecticut. The attendance exceeded our fondest hopes and expectations. I wish especially to compliment Ray Witt for his handling of the major part of the program. It was no easy task to hold the attention of over 400 service people in quarters that were adequate but nevertheless quite comfortable, and it was amazing to note that the faces of these service people who had been listening to the hard chairs for many hours and to note that they were listening to Ray Witt.

**LOS ANGELES . . . Color TV is the main topic of conversation during this "smoke and coke break" at the Hotel Ambassador**

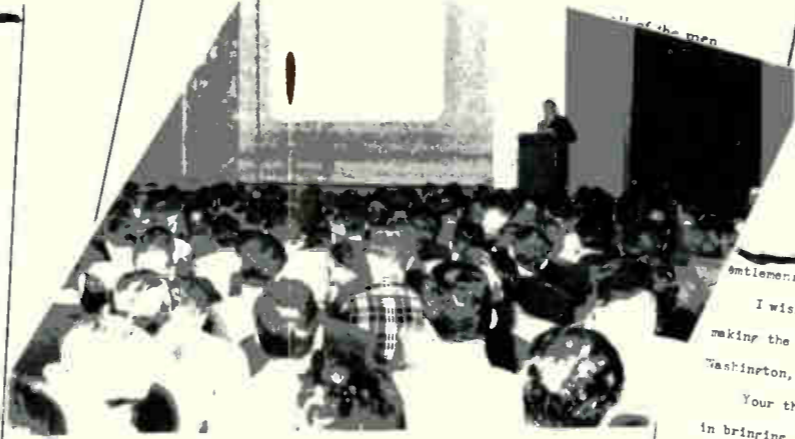
Mr. Clint Writers  
RCA Service Company, Inc.  
Camden, New Jersey

Dear Clint:  
Please accept my sincere thanks for doing such an excellent job in presenting "Spectral Aspects of Color Television" to the members of the Pittsburgh Chapter of the Armed Forces Communications Association.

As you undoubtedly learned during the evening this group represents the top echelon of communications people both in the Communications Industry, as well as in the Commercial Communications field. I am quite sure that each and every one attending enjoyed your talk thoroughly and certainly they have a better realization and understanding of the importance that RCA represents, not only in Color Television, but in black and white as well.

I just wish it were possible to get hundreds of groups together like this, because I am sure with the type of presentation you made, we could further enhance the position of RCA.

I hope that I may have the pleasure of having you address dealer meetings, as well as other group meetings which we will undoubtedly arrange for Color Television progresses. I hope that you will be free to accept some of these engagements.



**SAN FRANCISCO . . . Boyd Farr, RTV lecturer, explains the Synchronous Detector, used with a color signal**

World Radio History

Note: I just attended the RCA TV Color Clinic held here in St. Louis. Conducted by Mr. Boyd Farr & your concern. I truly enjoyed it and have never heard a lecturer that could present the information and hold the audience. To me, his classes are a credit to your company and a great asset to the learners. Thanks for such men in the field to help and enlighten us on the future of TV. Problems -

**CHICAGO . . . Attentive eyes and ears are focused on the lecturer's screen where specially designed slides aid engineers color grasp**

I wish to take this opportunity in making the recent RCA color TV lectures, given in Washington, D. C., possible.

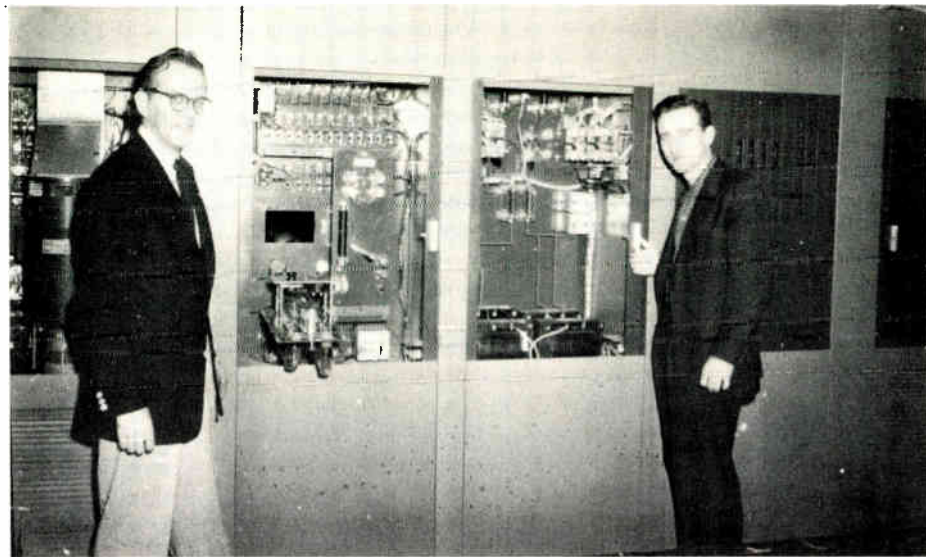
Your thoughtfulness and forward-looking policy in bringing this training to the service man is sincerely appreciated.

Mr. P. Berschet  
Manager Distributor Sales  
RCA Victor Division  
Harrison, New Jersey

Dear Mr. Berschet:  
The wonderful turnout of dealers for the Color Television show which you conducted in Grand Rapids, is clear evidence of the value which dealers attach to this type of manufacturers efforts.

I know that our dealers are very grateful, and as your distributor, I want to express our "thanks" also.





Tech Product's Louis Polen (l.) and John Franklin (r.) standing proudly alongside the panel portion of their installation

## Technical Product's Service FE Scores 1st "Beef-up" For TV

Technical Product's Field Engineer LOUIS A. POLEN, assisted by DONALD MASON, chalked up a proud "first" a short time ago.

He installed the country's first 50-kilowatt television transmitter for Stations WMIN-TV and WTCN-TV, serving the Minneapolis-St. Paul area.

The new VHF transmitter, when used with the custom-built, nine-section, super-gain antenna delivered earlier by RCA, enables the two Minnesota stations (which share it) to boost their power to the 316 kilowatt maximum allowed by the Federal Communications Commission. It places WMIN-TV and WTCN-TV among the most powerful TV outlets in the nation, extending their coverage and improving reception in their former fringe areas.

### Fanfare For Initial Job

The publicity and ceremony that went with the initial installation (including huge banners on a tractor-trailer truck carrying the powerful transmitter from Camden to Minneapolis) didn't alter Lou's workmanlike manner. He completed the job and hurriedly boarded a plane for Wheeling, West Virginia, and Station WTRF-TV where he installed an identical unit in two weeks (working with JOHN FRANKLIN), only this time without any fanfare.

The ex-Government Service Department FE knows he has his work cut out for the rest of the year. His boss, TURNER GRIFFIN, says, "the Broadcast Communications Section expects quite a few 50kw

transmitters to go in." Griff adds that WTRF-TV is "only one of many stations currently serviced under a new contract plan recently inaugurated by the Broadcast and Service Section."



(Below) Lou Polen and Jack Franklin pose with WTRF-TV (Wheeling, W. Va.) officials after completing transmitter installation there



Checking the performance of the powerful TV transmitter, Lou takes notes as Jack makes adjustments

Lou operates out of the home office and between jaunts about the country by plane, he's found his reputation catching up with him.

A commercial broadcasting official wrote Griffin praising Lou and Jack Franklin as "completely responsible for our fine engineering quality and performance."

Probably unknown to the pleased broadcaster is the fact that the chain-smoking transmitter expert from California sat on the business side of the microphone, spinning platters and announcing as a part-time engineer, while attending the University of Arizona.

### Marines Halt College

His academic career cut short when Uncle Sam beckoned him back to duty with the Marines in May, 1951, Lou returned to civilian life with a yen to travel and a place waiting in the Service Company's Gov't Service Dept.

It was while serving at Hamilton Air Force Base last summer in his home state that Lou transferred to Tech Products where his savvy as a radio broadcasting engineer is fully utilized as he operates behind the TV station screen.

## Assist at "Birth Of An Era" cont. from page 1

Co.'s Astoria labs, the research engineers in Princeton, Camden's Home Instrument and Tube Departments—a lot of coordination and legwork."

It was decided the clinics would be presented to two groups. The lectures to RCA's licensees were handled by RUSSELL HALL, W. W. (BUD) COOK, E. R. KLINGEMAN, and CLINT WALTER. The other series was (and still is) presented by Cliff Rigsbee's Commercial Service Field Representatives (RTV men).

Kits had to be made containing a lecturer's guide, a projectionist's guide, 200 slides and tape recordings of the talks to insure uniformity.

A professional organization told the clinic planners that it would cost \$100,000 for the kits and they couldn't guarantee preparation in time for RCA's estimate of the pending FCC decision announcement date of early January.

### Service Company Makes Kits

Knowing the all-important timetable couldn't be revised, Milt Pyle's trainers made the kits (at less than half the estimate of the professional organization) and when the FCC decision on Dec. 17 clipped precious days from the schedule, the Service Company was ready for the new year and the clinics.

In the licensee series (beginning Jan. 11 in New York) Russ Hall led off with a discussion of the spectral, physiological and psychological aspects of color. Bud Cook's sequence treated development of the color signal and some color history.

The second day, Russ would return to present the physical and electronic properties of color kinescopes, and then discussions on color receiver functions would follow.

Ed Klingeman gave the licensees the

installation and "set up" on the third day, and the last day provided a review, plus a service discussion by Clint Walter.

Closing the sessions was a panel discussion (Reporters' Roundup style) by the RCA Service Co. specialists answering questions submitted by the audience.

The month of February brought the RTV men their chance when they simultaneously kicked off their intensive two-day clinics for TV servicemen in 15 cities—and they "played to packed houses."

J. A. CROFT not only talked about TV but starred on a TV newsreel when a clinic held in San Diego made news on TV station KFMB.

The RTV's smooth-working lectures earned them raves from more than 41,000 TV servicemen who attended this series.

### RTV Men Lecture Record Crowds

As President Ed Cahill said "The intense interest and enthusiastic reception generated by these clinics is reflected by attendance records achieved in various cities. In New York, 2,775 technicians turned out for the February meetings, in Philadelphia, 1,660, and in Newark, N. J., 1,475. In Buffalo, N. Y., despite a raging blizzard, 635 servicemen attended a clinic there."

T. E. McKEOWN reports not only did he lecture to standing room only audiences in Omaha, Neb., but two blind student TV servicemen attended the clinic, taking notes in Braille. Mac saw the notes later when he visited their school, where, incidentally, the instructor was also totally blind.

HOWARD BENNETT, staff assistant to Cliff Rigsbee declares, "even the airlines and the U. S. Mail cooperated."

A color receiver was in Detroit on a Friday afternoon at 5 p.m. It was im-

perative to get it to Buffalo by the following Monday morning. Even with snow on the ground in Detroit and the raging blizzard at Buffalo, the plane got through to land the receiver at 4 a.m. Monday morning. Rushed from the airport, the receiver was set up and ready to go in time for the 8:30 a.m. opening of the Buffalo clinic."

Howard also relates his deep regard for the U. S. Mail slogan, "Neither rain nor snow nor gloom of night . . ."

"15 of our men needed color slides. Without them the clinics would have ground to a heart-breaking halt. We sent out the required slides by air mail special delivery. The mail came through, the slides arrived, and the clinics went on as scheduled."

### Clinics Continue This Year

The RTV specialists expect to continue their presentations at the service clinics (sponsored jointly by the Tube and Home Instruments Departments) for the balance of the year in those markets where color TV is being initially introduced.

It is estimated that the clinics will have been conducted for more than 58,000 servicemen in 115 cities by the end of the year.

With the color sets rolling off the production lines, a new era begins for the entire TV industry. With the installation of the most complex instruments ever developed for home entertainment, the Service Company faces opportunity and a unique challenge—along with a great new responsibility.

Part of that responsibility has already been met head-on and skillfully shouldered by the men connected with the presentation of the most authoritative color TV-clinics ever held.

For the rest of us remains new sales horizons, new business opportunities—and new service responsibilities.

Part of the crowd that turned out to hear basic information about color television in San Francisco. The appearance of the RTV lecturer on the platform is as eagerly awaited as the world premiere of any motion picture





## Tech's Big 3 Sales Plan Passes Half-Way Mark

WITH June 30 marking the end of Technical Product's Big Three Sales Plan, the beginning of this month (the halfway point) finds Tech's field engineers applying pressure to capture either an engraved Hamilton watch or a new outfit of clothing (post-Easter) with Tech Products picking up the tab to the tune of \$100.

The emphasis is on contracts for Industrial Service and Parts, PRPP (Projection Replacement Parts Plan), and Stereoscope Sound.

Sales and Merchandising Manager **GEORGE SANDORE** reports the contest has picked up a good bit of steam despite the dual hazards of balmy weather and spring fever.

Not a man to get himself out on a limb, Sandore skirted around any leading questions as to who would cross the wire first. He did disclose that the West Coast, under **HAL MADISON's** leadership, is romping over the western part of the country, sparked into national domination by **Ed BURKE** and **R. H. GILLISPIE**. Both men ranking in the top three in standings for engineers (according to the latest count), with Philadelphia's **R. G. CLAGETT** holding down second place.

Mid-April district ratings show the West Coast, 69.6, New York at 37.2, and Dallas maintaining its third place with 22.7.

### Engineers Sales Techniques Stressed

**F. A. WAGNER** (adv. mgr.) stressed the importance of the engineer in the sales and service picture, declaring, "He's the guy who not only must sell service contracts, but he's the only one who knows where we can sell."

Lumped on top the awards of a solid gold, engraved watch, and the suit, shoes, and hat outfit, is the engineer's commissions and bonus commissions.

Awards will be given the engineer selling the most new business among the three Sales Plan items in his district. The engineer selling the most business nationally during the contest will also receive the award of his choice, either the watch or the outfit.

There will be awards for engineers selling the greatest amount of new business nationally in any one of the Sales Plan categories; one for selling the most Industrial business, one for PRPP business, and one for selling the most Stereoscope business. An engineer can win only one such award during the Plan.

To stimulate the rivalry, an RCA Push-Button Tape Recorder goes to the district manager whose district breaks the quota percentage-wise, and the supervisors in the top district get a Kodak camera.

## Builds 200 Mile Umbrella With Formosan Microwave Net

**A** **BRAINTREE, MASS.**, bachelor has gone from airlines to airwaves in just over 10 years.

**ROBERT C. ALLEN**, Technical Product's Service Department field engineer led the normal American boyhood until 1943, when he left the Bethlehem Steel Company's Fove River Yard, in Quincy, Mass., (where he was an outside machinist) to join the Navy.



Bob Allen checks his work

It was the Navy that settled Bob's mind on a career in electronics. Before World War II ended, he had 13 months of naval schooling under his belt, including courses in radar, communications, loran, and sonar, and shucked his uniform and first-class electronic technician's rating for the more sedentary life of a civilian.

Within 90 days, however, Bob went overseas with American Overseas Airlines as a radio mechanic. Later, when AOA's airport operation's contract expired and Lockheed Aircraft Overseas Corp. took over, he served with that firm as supervisor of radio maintenance until September, 1949, racking up a total of three years overseas.

A temporarily displaced person (due to terms of the North Atlantic Pact which turned airfield operations over to the Air

Force) Bob used the time to return home and take up engineering at Massachusetts Institute of Technology.

Following studies there, he came with the Service Company in February, 1952.

The 30-year-old technician began as a field engineer with the Government Service Department handling special assignments, transferring eight months later to Tech Products, anxious to specialize in microwave.

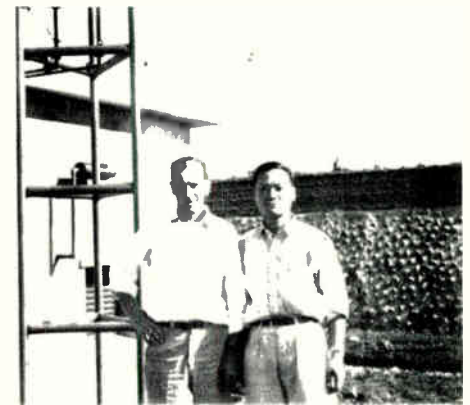
Sent to Formosa last January, Bob is currently supervising the installation of the first microwave system on the island, and, he believes, the first such system in Asia.

### Net Connects Island

He explains its primary function is to tie together the studios in Taipei with an international broadcast transmitter at Min Hsiung.

"It contains some telephone and teletype channels which connect the capital, (Taipei) with points south," he said.

Despite language barriers, the specialist hopes to complete the installation soon and return home for re-assignment, leaving the maintenance of the system to **Ed Yu**, Formosan engineer, who aided him in the installation and who, Bob feels, is already qualified.



Allen and Ed Yu outside station

Formosan microwave repeater station where Tech Product's Bob Allen and Ed Yu installed equipment linking the island



## Big Planes Fly at Low Levels

FIELD Engineer NATHAN HOCHHEISER, ex-Air Force technician, never dreamed after he left duty in the Second World War that he would "sweat out" another mission. But ten years later he was once again counting the hours for the return of "his ships" from bombing missions in Korea.

On his first trip home in 21 months, the 30-year-old instructor in electronics re-



Nathan Hochheiser, Govt. FE

lated how circumstances had taken him right back to pilots, planes, and plans for peace.

Nate joined RCA in March, '52, and five weeks later was in Tokyo. He stayed there a year teaching shoran at the FEAF Consolidated Electronics School. Assisting LEROY SMITH, Nate guided students through APN-84 courses until April, 1953.

Then, orders came to join the 98th Bomb Wing in Korea.

The Brooklynite supervised the maintenance of electronic bombing equipment on the outfit's B-29's. The big planes were then engaged in low-level attacks, thundering down the long runways every third night.

### Nine Hours For Dead-line

Nate says "success depended upon the low-level bombing equipment." We had a dead-line of nine hours before a mission to get the planes in shape. "All they used was our (RCA) equipment and it was just like taking part in World War II again. I sweated out the safe return of the planes every time they took off."

He got his start in electronics in 1942 when the National Youth Administration sent him to a school of communications in Manhattan.

After the war he taught radar for the Civil Service at Ft. Monmouth, N. J.

Conversational Japanese was just one more accomplishment by this instructor in Japan after Korea. Now he's thankful for his high school German, hoping it will pave a smoother path in his new assignment at the Air Material Command's Headquarters in Germany.

## Winter Wolves Are At Their Worst Along The Barren Turkish Border

WHEN JOSEPH R. LOWE joined W. H. PROPST's Air Force contract group (Government Service Department) over two years ago, no one told him wolves might become an occupational hazard—but they were.

Joe is back in this country now at the nation's capital with the Naval Aviation Electronics Service Unit under L. J. DEPASS, but he hasn't forgotten the dangerous wolf packs running in lonely Turkish mountains near the Russian border.

No neophyte to far-away places, the FE began his travels when he joined the Navy and spent the ensuing four and a half years in the Pacific as a radioman with a destroyer squadron.

### Studied Civil Engineering

The war over, he turned his eyes and his footsteps toward education, acquiring nearly three years of civil engineering credits at Georgia Tech before electronics captured his imagination.

The ex-sailor had an old Navy friend living in Madison, Kansas, and was soon to find himself attending TV schools in that state.

After graduation he joined the Liberian Radio Corporation, serving with that organization in Liberia for two years as chief radio officer. Joe liked Liberia, "a mighty fine place and climate, but the food finally got me down."

Returning to the city of his birth, Dayton, Ohio, Joe was called by RCA and after about a year at northwestern Air Force bases (McCord and Larsen) he went to Ankara, Turkey, where he installed himself in a penthouse (six rooms, \$65 a

month) and set about furnishing it while learning about life in the Near East.

He calls the Turks "fatalists—they don't care on which side of the street they drive and will often turn off the vehicle's lights and coast down hills to save gas."

Joe worked with Field Engineer JAMES REEDY, AF contract group, doing site selection and field work for MDAP (Mutual Defense Assistance Program), plus installation and maintenance jobs on ground radar.

Jeeping about the country, they went into the "barren and desolate" mountains where the only other humans were shepherds. It was here that the fierce wolves made slinky appearances, but Joe says confidently, "they're only bad in the winter when they run in packs."

The FE concedes that while Turkey is partially westernized, "they still have largely Oriental ways. You rarely see a woman in a hotel, they are either at home or working in the fields.

### Traditional Hospitality

One-facet of Turkish life holding pleasant memories for Joe is the traditional hospitality—"they almost kill you with it" he said. And with mutton one of the staples in the Turkish larder, a constant concern was fear of amoebic dysentery.

Still, meals were cheerful for both Joe and the Turks, even when cultures collided.

He would stoutly insist on buying and using napkins. At dinners, all it took to start the merriment was for the Turks to catch sight of Joe spreading a napkin over his lap. He says, "American antics amuse them."

Ken Aitken (r.) receives his 10 year service pin & congratulations from Andy Conrad (l.), act. mgr., Missile Test Project, while Steve Heller joins in the ceremony.

Ken was formerly in the Cleveland office, Sound Product Sales





## Bolos Mean Business Along The Bambam

THE RCA Service Co. man was cutting in a terminal on a cable (submarine cable for general purpose communications, i.e., transmitting voice, teletype, etc.) along the bank of the Bambam River, Luzon, in the Philippines late in the afternoon last fall when, over his shoulder, he caught sight of a Huk with a bolo knife (large machete) bearing down in his direction on a raft.

### Cable Cut Earlier

The field engineer didn't know for sure whether or not the Filipino was headed for him, but the Huk was rapidly poling the raft in his direction. "It shook me up," he said. The cable had been cut earlier by Communist-inspired Huks and that's why our man was there. "I didn't know if a lot more were following," he explained.

The sudden infiltration, however, had been spotted by a 4 ft. 5 in. Negerito, who had come along for just such an emergency. The guard took a bead on the Huk with his carbine and argued him into a quick landing. The suspect Huk was then hauled off to the provost marshal's office on the reservation at Clark AFB, scene of the incident.

"The Huks were gradually switching to Communism all around me while I was in the Philippines," the FE, GEORGE MANDRY, 27, of San Antonio, Texas, said. He didn't mind the assignment at all, "except for being separated from my wife for a year."

His wife, Lois, worked as a clerk-typist at Ft. Sam Houston, San Antonio, while George was away. They have a daughter, Vicki, 18 months.

### Schooling By Correspondence

"I didn't let myself build up a feeling against being out there," George went on. "Clark was a nice base and the people were pretty nice. I had a lot of good friends when I left in December. The heat and rain get you down some times. I was taking a correspondence course in electronics and kept pretty busy with it, except when I was working on the cable seven days a week."

On Luzon, George also taught radio-teletype, CW, and walky-talky maintenance to AF men. But the fieldman was never happier than when he packed Lois, Vicki, and about a ton of their belongings into the family Ford at the end of December and headed for Louisville and a month's accumulated leave.

In four weeks he completed the TV course at United Television Labs, Inc., started in 1951 via correspondence. He's had six or seven years of correspondence school and "is not over with it yet." His family stayed in an apartment in Louisville while he went to classes.



The Mandrys are welcomed at Home Office by Security Guard Bill Olivét

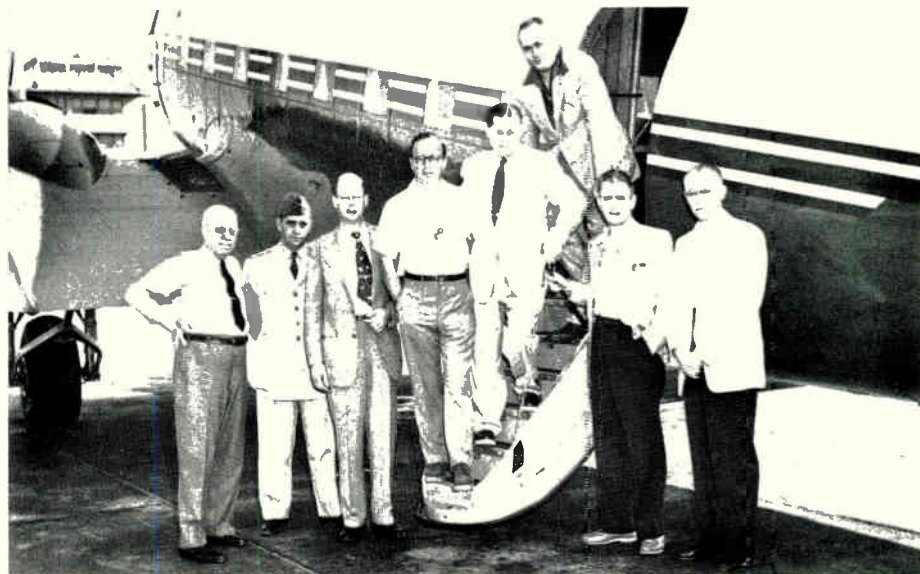
Feb. 1, he arrived at the home office for reassignment (with wife, daughter, and '51 Ford piled high with belongings). His wife, he says, likes to travel, wanted to follow him to the Philippines.

George also served three months in Tokyo teaching AF communications. That was immediately after his arrival there in the fall of '52, shortly after he came to the company from a 5-year stretch as a Civil Service instructor at Kelly Field, San Antonio.

He's been on the road ever since he was

16, first as a radio mechanic student with Civil Service in '41, then as a B-29 tail gunner during the war. In the old Army Air Corps, he won the light-heavyweight boxing title at Sheppard Field, Tex.

He and Mrs. Mandry have an old farm house with ten acres of land outside San Antonio, which he "fixed up" and for which in the hustle and bustle of re-assignment and life on the road, he sometimes becomes a little homesick. "It's so quiet out there," he says, "with a beautiful view."



Air Force officer, STEVE HELLER, and ANDY CONRAD, of the Missile Test Center, greet a group of RCA executives arriving at Patrick AFB for an inspection-tour of the missile project. The executives are; (extreme left) E. D. Foster, vice pres. economic planning; (fifth from left) R. A. SEIDEL, vice pres. RCA sales & service subsidiaries; (top of steps) C. M. Odorizzi,

exec. vice pres. corp. staff; P. B. REED, vice pres. govt. service dept.; and E. C. CAHILL, pres. RCA Service Company.

The inspecting party toured the facilities at Patrick AFB and the Cape Canaveral launching site, in addition to reviewing the work of RCA project personnel.



## BANK cont. from pg. 4

Then he re-entered the Academy, graduating with a BS in electrical engineering.

From 1948 to 1952, the 30-year-old ex-lieutenant held a berth on the U.S.S. Mississippi, an experimental development ship for electronic equipment. Jack says, "The ship is the Navy's consumer re-



Nancy Szachewicz effortlessly contributes her share toward helping Govt. surpass their quota

search unit, working out the bugs in new electronic equipment before it's O.k'd for mass production by manufacturers."

1952 saw him bid goodbye to electronic equipment testing for a post aboard the U.S.S. Chevalier, which was operating in the Yellow Sea and the Sea of Japan.

During duels with Red shore batteries above the 38th Parallel, the soft-spoken engineer says he "had some near misses from the Reds, but fortunately, no hits."

On leaves to Japan the eligible bachelor ("you can definitely say I'm not a woman-hater, but no altar trips in the offing") saw in hospitals, first hand, the life-giving results of the Red Cross Blood Bank.

He concludes, "the casualties I saw and their sacrifices are certainly deserving of a little inconvenience on our part now."

It doesn't take great imagination to see how Jack's story aids RCA in making a substantial contribution of blood to aid both civilian and military needs (with requirements as high as ever), plus backing vital medical research programs.

### RCA SERVICE COMPANY NEWS

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## Maine to California—Travel Time Unlimited

Although only retired last July, Mrs. Grace Black, formerly with FRANK SMALTS' Consumer Relations, has satisfied some of her desire to travel now that she has completed one of her announced goals—a trip to Florida. (The other trips she wants to make are to California and Bermuda.)

When she retired from the Service Co. last year, it was no secret her avocation was travel to places far and near. With only 10 months to work on her impressive list of places to be seen, the gracious, silver-haired ex-supervisor has done surprisingly well.

### Just Beginning To Live

"I'm just beginning to live" was the answer to a question about fatiguing travel. Admittedly "a great one to travel by myself," Mrs. Black declares "when anyone asks me to go anywhere—I'm ready."

Her daughter Doris lives with her now (since the death of Doris' minister-husband last year) and has a difficult time restraining the pert traveler long enough to help finish redecorating their Collingswood, N. J. home. (Two rooms remain to be completed.)

Reading, TV'ing, lectures, (Burton Holmes, of course) and the secretaryship of her Sunday school class make the time go nicely.

Set to see Chicago and Milwaukee at the end of this month, and Maine this summer with her church class, she confides her only worry—"I want to go to California before I get too old."



Mrs. Black checks her door lock before leaving on a trip to Florida

A discerning traveler, Mrs. Black studies brochures and routes before starting out, in order to get the most out of any extended journey



The ex-employee is an RCA salesman when it comes to telling her friends of the fine performance of her RCA TV set (a gift from fellow-workers when she retired)

