

JULY
1950

RCA SERVICE COMPANY

NEWS



PUBLISHED BY AND FOR MEMBERS OF RCA SERVICE CO., INC. — A RADIO CORPORATION OF AMERICA SUBSIDIARY

Great Expectations

THE SERVICE COMPANY as we know it today was introduced in 1946. RCA was in the manufacturing business, not service, but when early television set owners called for expert help in keeping on the air we had it to offer — technicians trained in TV nearly a decade before.

Now, with the lack of trained servicemen still a problem, production skyrocketing, a thaw predicted on new television-station construction, ultra high frequency promised someday, it looks like a bigger act will be required — if quality of service is to be maintained. The Service Co. is in business to stay.

Vice President C. M. Odorizzi, in charge of RCA Victor service, told the National Appliance & Radio Dealers Association in Chicago, June 26, "dealers throughout the country must be prepared to install and service during the balance of the year almost as many receivers as were sold during the entire four-year period of '46-'49."

When the FCC lifts the lid on grants to new stations, from 200 to 300 new TV broadcasters are looked for within the next few years. This is in addition to the 103 now in operation, some six under construction. New stations will go up first in market areas not now serviced, such as Portland, Denver, Little Rock. The FCC's ambition is to make it technically possible for more than 2200 broadcasters to function, ultimately.

The upkeep of all this broadcasting and receiving will be divided thousands of ways — by big and little dealers, independent servicemen. We anticipate only a part of the load.

To give a lift to dealers and their servicemen, Thomas G. Whitney, manager of the commercial section, recently held 152 TV service clinics, which drew an attendance of more than 12,000 in 57 TV markets. From early July until August 15, he will arrange for delivery of 80 service lectures featuring a technical sound-slide film; also new technical manuals will be distributed to some 10,000 dealer technicians.

In June '45, RCA opened a single TV service shop on a small business street in L. I. City (see last page), squeezed in between a delicatessen and jeweler. Godfrey Rendell, currently a technician at the RCA exhibition hall, N. Y., was the first manager. A year later, shops had opened in New York, Camden, Hollywood, and Kearny, N. J.

RCA did not put the first commercial television set on the market until "T Day" — November 2, '46.

The men who pioneered the early branches are with us in operations, as district and branch managers, or in TV research. William J. Zaun, manager of the quality and subcontracting division, has been with RCA 21 years, was assistant manager for radio and TV service in the early days when video didn't amount to so much.

(Continued on last page)

A FEW OF THE MEN who worked for Bill Zaun in the early days: (first row, l. to r.) — Andy Conrad, Frank Smalts, Bill Zaun, Andy Hilderbrand; (top row) — George Fish, John Dorofee, Bob Duncan, Milt Pyle, Joe Hatchwell



RCA

honors...

AWARDING of 25-year service pins is an occasion of top importance to both the giver and receiver. The receiver can look back on a quarter century of successful employment; the giver on 25 years as successful employer. The three men honored here are fine examples of this — Paul Melroy, Frank Hamre, Edward Schneider. RCA recently inaugurated ten, 15 and 20-year service pins, leading up to a 25-year club, commemorated also by gift of a gold watch.



AFTER 25 YEARS, Vice President W. L. Jones, of Technical Products, presents lapel pin to Frank Hamre as Paul Melroy and Edward Schneider (l. to r.) await similar honor. Mr. Jones himself is a 25 Year Club member

FRANK HAMRE

It's easy to roll up a quarter century's service in an organization where you can say "Hi Ed!" to the president. Frank Wallace Hamre, Pittsburgh district's technical products manager, says, "RCA is a large corporation but the only one I know of with a heart. There are no misters here."

Born in Brooklyn of Norwegian parents, Frank signed with RCA as an electrician in the old service shop at 316 Broadway, N. Y., following a two-year enlistment in the World War I Navy as a sub-chaser machinist mate (he made chief); and a stretch as his own boss in electrical contracting. Switching to Photophone in '29, he began putting in movie sound in what now is the Pittsburgh district, which covers western Pennsylvania, most of W. Virginia, part of Maryland, Ohio and Kentucky border counties. His first assignment, the Columbia Theatre, Erie, his engineers still service.

Frank started his radio career by using a clothes pole to make a tuning coil when he was 16. He celebrated his 28th wedding anniversary last month; has one son, Donald, an industrial sales engineer with Armstrong Cork, Birmingham. The genial manager's big outside interest is the American Legion (past commander of Pittsburgh's North Boros Post, No. 116); he never misses a national convention. Also, he's an original member of the Pittsburgh Variety Club, Tent No. 1.



PAUL MELROY



The immediate future of Paul Powell Melroy will be determined by Joe Stalin.

If full-scale war comes, his government service section will have a dizzying leap to the No. 1 priority spot at the Service Company. It will be the tall, lean manager's gruelling assignment to meet demands pouring in for installation and upkeep of fire control, sonar, radar, communications, guided missiles, infra red, all the latest in military electronics.

"Yep," Paul says, a little anxiously, the shooting in Korea "has made my job more complex." But he's been through it before, if not on such short notice, and is fast drawing up schedules that are facsimiles of what may be needed quicker than you think.

During the last war he moved fast, making a coastal circuit of Navy bases,

which started at Casco Bay, Maine; worked down to Norfolk, Key West, around to Mobile, Corpus Christi, and up to San Diego and Seattle; spending two or three weeks at each stop.

As field supervisor of government service (from '41), he kept RCA engineers at these bases up-to-the-minute, solved on-the-spot problems, reported troubles to Victor. He got a Navy commendation for sonar work. In '45 he was made group supervisor of field activities, and in '49 picked to head up the government section.

Paul qualifies for 25 Year Club membership by courtesy of RCA's counting in a four-year apprenticeship at GE with his time here. Already an expert in sound-on-film, young Melroy came to Photophone in 1929.

Immediately he arrived he was shipped to England to help set up the system there. From headquarters in London, he assisted in equipping 100 theatres for sound. For the next year and a half he did the same in France, Belgium, Switzerland.

He spent enough time in the Paris headquarters, however, to get acquainted with his secretary, Monique, and to make her Mrs. Melroy. They now have two boys and two girls: Marie Paule, Philippe, David and Jacqueline. For the last year, 18-year-old Marie, the eldest, has been visiting her mother's family in France, an opportunity Monique has not had since she came to the States in '32.

That year, Paul was made Photophone engineer in northern New York, and four years later boss of the area. In '38, he was put in charge of Photophone recording in Manhattan, dubbed voice on March of Time, etc. Next year, he was called to Camden to help start RCA in the military electronics service field.

His father was a Pennsylvania Methodist circuit rider for 40 years and Paul "happened to get born" in Hustontown, in the mountains near Chambersburg. In '25, he stepped straight from Penn State to GE.

Personally skillful, the cheery, stimulating Melroy, with hammer and saw, built a 25 x 20-foot extension on the third floor of his Haddonfield (N. J.) home, a replica of a German U-boat, and so forth. He has reels of movies on his family since birth.

To commemorate the service-pin award, a fieldman sent him a captured 35mm Jap motion picture camera built and operated like a machine-gun, with trigger (see cut).

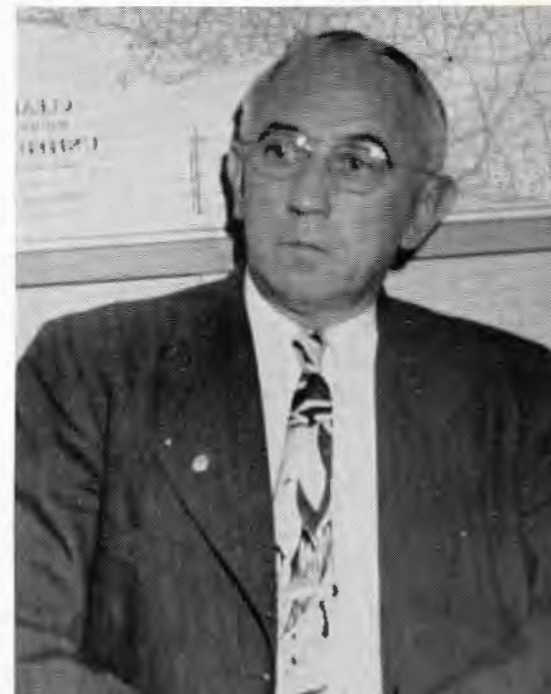
EDWARD SCHNEIDER

Edward Schneider, demonstration group engineer, started out in the Victor Talking Machine Company model shop, Camden, in 1925. Son of Swiss immigrants to Philadelphia, he had worked 17 years as a tool and die maker. In 1926 he joined C. D. Haigis' laboratory crew, wound transformers and assembled the first electric amplifier for recordings.

Ed operated the set on top of Victor's No. 5 building to amplify the Delaware River bridge opening ceremonies and fed the first public electrical recording directly into a transmitter at WCAM, Camden. He took the first batch of electrically amplified records to the Canadian International Exhibition in Toronto; was in charge of all sound installations at the Sesqui-Centennial in Philadelphia. Until just before the war he was on most of the company's sound demonstration jobs.

From '36 to '47, he sold, installed, and serviced two-way radio to Camden and Mercer counties police, and since '47 installed and serviced beverage inspection machinery, until last September, when he went back to demonstrating.

Off hours he's a movie camera enthusiast with a news-conscious 8 mm. box. His film of the Hollingshead fire of '41 (burned in Camden five days) is famous among fire companies who asked him to show it for two years afterward. Married in '17, Ed has three children, two of them married.



Bullfights at Home

William C. Cothron, a field engineering representative of Manager Harold J. Markley's communications section, who left June 2 for Mexico City, kindly sent the NEWS, a report for the following article.

STATION XHTV hopes to be not only Mexico's first television broadcaster, but the first in Latin America — beating Willard (Wild Bill) Hanson's Brazil installation to the draw (see page 9).

Working with L. F. Guaragna, who is chief engineer for RCA Victor Mexicana, S. A., Bill Cothron is assisting in the final stages of the installation, which has facilities for film, studio, and remote pickup.

Television de Mexicana's most ambitious broadcast aim is President Aleman's report to the nation September 15. This would enable the public, for the first time, to see and hear the annual event. Also planned are bull fights, opera, jai-alai (as popular in Mexico as baseball here), and the national lottery drawings — a 30-million-dollar-a-year enterprise.

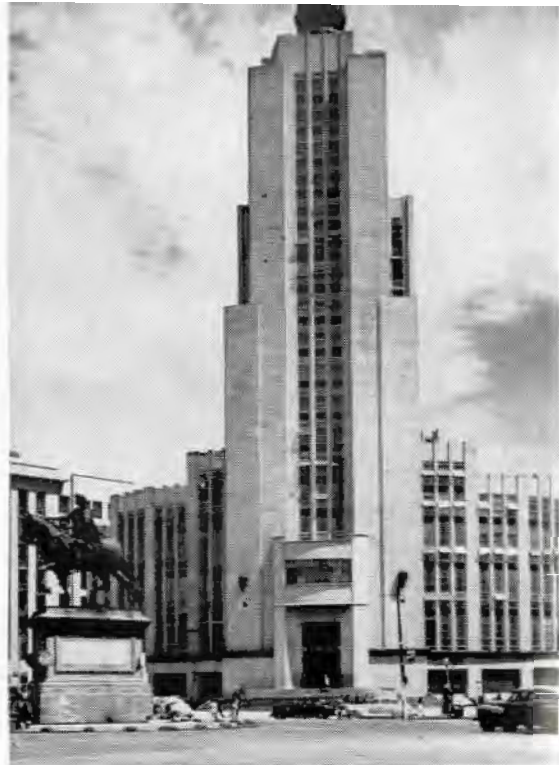
The lottery building, the nation's tallest, supports the Three Bay Super Turnstile antenna on its roof. Transmitter, studio and offices also are in this unique structure, which rests on pontoons (the

city is built in an old lake bed). Gyro gear detects any lean of the building and causes ballast tanks to function, maintaining undisturbed uprightness for the structure. When heavy TV power conversion gear was put in, tanks on the opposite side of the building merely took on more water.

Mexican power is 50-cycle; therefore, equipment had to be brought in to convert to the U.S.A.'s 60-cycle. Consequently, RCA-developed non-synchronous TV receivers will be employed.

The station is the latest project of the O'Farrill's: Romulo Sr. & Jr., owners of *Novedades*, Mexico's big daily. O'Farrill, Sr., is president of the new venture; his son, 32, vice president.

The undertaking is under supervision of RCA Victor Mexicana, which recently moved into a new plant where telephone, communication, broadcast, mobile and scientific equipment and TV receivers are serviced; records and receivers manufactured. This subsidiary is man-



Lottery building

aged by P. W. Hessinger.

Cothron's trip below the border would make another story. Bill had to abandon his car this side of the Rio Grande since a new Mexican law prohibits businessmen from bringing in autos. He had to take a plane, not only for himself but for the measuring equipment — four built-on-the-spot crates of it.

There also was Customs — five hours of this. But our engineering representative had a Spanish-English speaking taxi driver with plenty of know-how in the actual crossing.



IN MEXICO CITY, Bill Cothron (right) with (l. to r.) L. F. Guaragna and P. W. Hessinger, chief engineer and manager, respectively, of RCA Victor Mexicana; and Messrs. Romulo O'Farrill, Sr. & Jr., owners of Mexico's first TV station. Below: RCA Mexicana's new plant in the city





FAIRFIELD (6T72), 16-inch, is a sure-fire bet with biggest sales of all expected for console. Distinctive are oval paneled doors. Height, 36 3/4; width, 28; depth, 23 1/4 inches. Suggested price; \$299.50 in mahogany or walnut; \$319.50 in limed oak



SHELBY (2T51), 12 1/2-inch, a trim job that fits on any table, has a maroon plastic cabinet with gold panel framing the screen, phonojack and built-in antenna. Height, 16 1/8; width, 18 1/8; depth, 22 inches. Suggested list price is \$159.95



HIGHLAND (6T65), 16-inch, is a clean-cut addition to the home, featuring new RF tuner, output transformer, 12-inch speaker. Height, 37 3/4; width, 27 1/4; and depth, 19 1/2. Suggested price in walnut or mahogany, \$279.50; limed oak, \$299.50

TV Stars of 1951

RCA VICTOR TELEVISION sets pictured here are five the company is pushing among 18 models of the new '51 line.

All but one, the Shelby (at \$159.95, the lowest price) are 16-inchers, an intentional emphasis since 11 of the 18 have this size picture tube. At the same time, four 19-inch screens are introduced, costing from \$329.50 (table model) to \$695 (TV, AM-FM, 3-speed phono). This last is the highest price.

A gigantic ad campaign will dramatize quality with the slogan, "Million-Proof," and RCA Victor television as the only

brand "proven in more than a million homes."

Among new quality features are: automatic compensation for variations in the incoming signal; new traps and shielding to minimize outside electronic interference; a switch for adjustment to weak or strong signal areas; output of more than 40 percent greater undistorted sound than in previous sets; servicing without removing the chassis from the cabinet; 25 percent cut in installation time; reduced power consumption; dust-sealed picture tube mountings; illuminated channel selector for tuning in a darkened room.



MODERN (6T75), 16-inch, something really new in styling, has swivel base on which set turns to face any part of room, making furniture shifts unnecessary. Height, 41 1/4; width, 23; depth, 21 inches. Console's price in three finishes: \$349.50

PROVINCIAL (6T76), 16-inch, is both style and technical leader with French design and 4-stage IF amplifier. Height, 37; width, 28; depth, 21 1/2 inches. Only model available in maple, also walnut and mahogany, it retails for \$359.50



Friendly Service Wins RCA Friends

THE BAROMETER OF CUSTOMER CORRESPONDENCE continues to indicate fair weather and even temperatures for the Service Company. Letters of complaint still far outnumber letters of praise, but the former are on the decrease; the com-



plimentary are so enthusiastic that they tend to overbalance all the others by the weight of their sincerity.

One of the most appealing letters comes from a 71-year-old lady in the Bronx, who apologizes for her inadequate English and spelling on grounds she had only a few years of school, was nine when she had to go to work. "My son bought me the set so I would get a little pleasure out of life," she tells Service Company President E. C. Cahill on thanking him for sending the "right man to fix my set."

"I tell you this man sure worked hard on it two days; he came here and he found a lot of work on it. . . . He spent quite some time working on it after hours, too. . . . Oh, what a relief it is that it plays so lovely now."

She is not the only one who writes in faltering English. Letters come from business executives who dictate to meticulously trained secretaries, from foreign-born who use our expressions awkwardly, from anyone who is sufficiently impressed — *with the courtesy, efficiency, skill, and even sympathy, of the serviceman* — to make the effort to put it in writing.

H. A. Tjarnell of the Fall River branch, was commended by a customer who adds: "TV and radio for me will always be RCA."

Orrin E. Dunlap, Jr., vice president in charge of advertising and publicity, Radio Corporation of America, received a note from his father, reporting that John Mc-

Donough, of the Buffalo branch, "is the best serviceman this service company ever sent us. He is a former Niagara boy and has a good manner and personality."

Joseph Kelly, Flushing branch, was lauded by the vice president of a large Brooklyn business as "one who truly represents RCA ideals 100 percent." He wrote further:

"I am the owner of a 641 model, which I purchased a few years ago and through its fine performance, my children and friends have purchased another ten sets. This set of mine has been covered by service contract since its purchase, and, outside of minor adjustments, performed perfectly until two weeks ago. It was taken by your serviceman to your shop several times but brought back in practically the same condition. On May 24th, Mr. Kelly called at my home and, after making several adjustments to both the



TV and radio, it again performed perfectly. He was *efficient, polite and sympathized with us* for not having proper reception. . . ."

In closing, the businessman stated his letter was "not solicited by anyone in your organization."

From a Glassboro, N. J., dealer came a letter thanking the company for "wonderful work" on a set delivered to a paralytic who already had tried out six competitors' instruments, but still was not satisfied until we adjusted the equipment of one of ours.

Enclosing a \$45 check for a service contract, came a letter from New York to the L. I. City branch, commending John J. Hill, who fixed a customer's set so that it "now works better than it ever has during the entire previous two years since I acquired it."

Several recent letters were concerned with antenna-trouble, and the efficient way in which our servicemen solved it. In Pittsburgh, Serviceman James P. O'Shay fixed up one of these, and the customer raved: ". . . he is the best salesman in the world for RCA."

Out in San Diego, the men received written appreciation (and a contract check) for taking care of a very special antenna problem. The customer explained:

"We have special difficulties here on the beach from chemical deposits on the antenna from the salt mists and fog. Your servicemen have patiently studied the troubles and found that changes are needed and *cheerfully* remedied the installation to perfection. I have never met more competent, likeable and willing young men than those on your crews."

Valentine C. Bee, a Camden operator, installed an antenna on a Medford, N. J., slate roof with such care and efficiency the householders wrote in to compliment him.

In Philadelphia, Ralph Newby won a customer's commendation by repairing a set that had been ailing for some time.

Charles Perich, of Rochester, was called a man to whom "no request seems too much." Walter Goulding, Brockport, N. Y., was described as "*not only a good technician, but a man who is also a goodwill ambassador.*" The Bronx's Robert J. Miller was cited for "prompt and efficient service." Robert Jennings, Brookfield Center dealer, and Serviceman John



Vagge, Norwalk, Conn., shared honors in one customer's letter. Dewey Jerome Heil, Flushing, L. I., got another commendation this month.



Bob Peard

ACROSS-THE-BOARD PROMOTIONS in the TV districts create a new district manager, three new branch managers, re-assignment of two branch managers, and transfer of a district manager to the government group.

Across-the-Board Promotions

Robert C. Peard, for the last year head of the Bell Ave. branch, Chicago, is elevated to Dave Brown's post as Washington district manager. Dave becomes eastern division supervisor for Paul Melroy's government group.

Swede Olsen, Milwaukee Ave. branch boss, Chicago, follows Peard at Bell Ave., and C. H. Ehrhard, Wilmette (Ill.) head, Olsen at Milwaukee Ave. William P. Hess, Oak Park (Ill.) service supervisor, becomes the Wilmette manager.

Ken G. Hallberg, I. & S. supervisor at Milwaukee Ave., is put in charge of the Omaha branch, and Orson B. Lyle, supervisor at Glen Rock (N. J.), of the Huntington (W. Va.) shop.

Bob Peard, a square-shouldered, good-looking young man, also is a modest

young man. Speaking of his assignment as Washington district topper—a big one—he declared:

"Boy, television is the occupation to be in. You can't miss!"

Brought up in Detroit, he went to Adrian College, Mich., served with the Army Air Force in the European theatre during the war and learned about electronics (radar).

After this introduction to the new science, he shelved any plans he might have had for making a living out of chemical engineering, which he had taken up at Adrian. As soon as he could, he joined RCA, at the Foster Ave. shop in Chicago. That was in 1947, three and a half years ago. Bob is married and has an eight-months-old son.

Joe Murray Gessed Right in '46

EVERYBODY KNOWS JOE MURRAY. He's been employment manager since Personnel was set up in 1948, and the personal histories of some 3000 of us have crossed his desk. Now Joseph F. Murray, Jr., himself steps into the limelight.

Joe has been promoted to a new post in Manhattan: eastern personnel representative, from which—while reporting to division chief G. H. Metz at the home office—he will supervise labor relations, executive development, employment, wage & salary, safety & health, and training in the New England, New York and North Jersey consumer products, and Boston and New York technical products districts. In his domain are nearly 2000 employes.

Joe, one of the most acute, patient and thoughtful people, is at the same time reticent. We did extract from him a brief résumé, however. The young Philadelphian quietly shed a hotel career in favor of TV soon after his release from the Army, where he served, mostly in port supply, from '41 to '46.

Speculating on the future during those long, long years in uniform (three in the States, more than one in New Guinea



Joe Murray

and Manila), he decided television had more scope than the work he had been brought up in and trained for at Cornell. (His father was in the hotel business.) There was, however, another short hitch in a hostelry (assistant manager of the Abraham Lincoln, Reading) before he joined the Service Co. in '46 as office manager.

He coolly went about preparing himself for this new career by studying personnel administration nights at Penn's Wharton School. Today, Joe refers to the switch as a "good calculation."

Personal data: he rides (the Army first put him in the cavalry), flies (picked up a private license at Reading). He has small chance to indulge these hobbies since the stork brought him a new one eight months ago, named Carol.

Jesse Lippincott, Jr., Joe's assistant, succeeds him as employment manager. Jesse is a graduate of Colgate and the U. S. Marine Corps, who, in '46, joined Personnel in Camden.



Columbus District



Howard Johnson

BEHIND THE NEW COLUMBUS DISTRICT is a fellow that's as fast-moving as television itself. Howard William Johnson, 31, heads the area opened only last February and the one that's expected to grow the fastest.

It takes in Columbus, with three TV stations; Dayton, with two; Cincinnati, three, all Ohio; Louisville, Kentucky, with two; and Huntington, West Virginia; Pittsburgh, Johnstown, and Erie, Pennsylvania, all with one television broadcaster apiece.

The district at present has only about 150 employes, but with all these stations connected to coaxial cables, employment is expected to pick up. (Johnstown was the last to be put on.)

Pittsburgh has two sub-branches, one at Newcastle, Pa., the other at Follansbee, W. Va.

The young manager has been with the Service Company since November, 1946, first as one of the original ten technicians at the South Side and Foster Ave. branches in Chicago, then for a year as the Milwaukee, Wisconsin, manager, and next, for a short time, as District Manager Russ Hansen's right-hand man in Chicago.

There followed a year in Personnel at the home office, where he helped to set up the apprenticeship program. Returning to the field, he was in charge of the Lancaster, Pa., shop for three months and the Northeast in Philadelphia for two. All this within four years.

In 1941, Howard was graduated from Denison University, at Granville, Ohio, where he majored in chemistry and physics, also met his wife, the mother of his five- and three-year-old daughters.

He liked chemistry well enough to go on to Ohio State and study powder and explosives, and was good enough at it to get a job as chief chemist at a government ordnance plant in Joliet, Illinois.

But suddenly a more fascinating interest overcame the wide-awake Johnson and he found himself enrolled in electronics engineering courses at the University of Chicago.

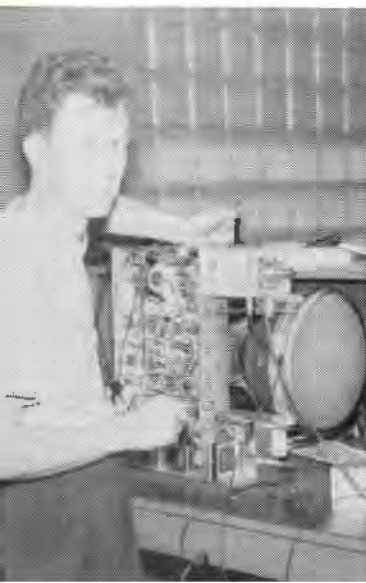
This led quickly to an Army enlisted reserve corps program, which paid him a Civil Service salary to go to school in Chicago and learn more about electronics. In 1943, after a year and a half of the school, the Navy grabbed him and gave him an ensign's bar.

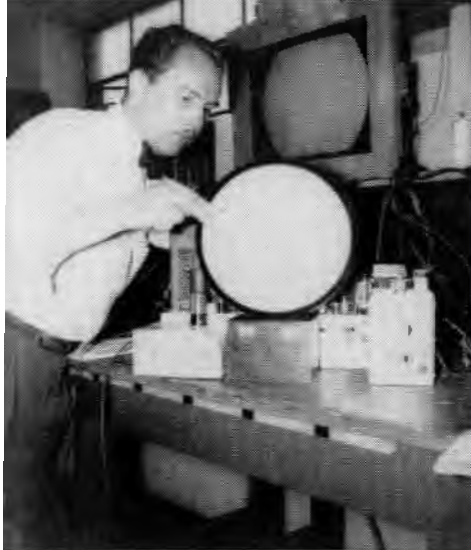
During the next two war years, he did research and test work at the Naval Mine Warfare Station, in Solomons, Maryland. He came out of the service a Lieutenant (jg). For a while before coming to RCA, he was junior engineer of a gas company in Chicago.

Howard was brought up in Youngstown and Steubenville, Ohio. His parents still live in the latter town. His younger brother, Ed Johnson, works in Personnel at the home office.

The Columbus district clerk is Tom Kehoe, formerly of the

Edwin Roy Strickland, technician, repairs a tele set while Elva Leah Prince handles the telephone in the Dayton shop; Mary Lou Todd, clerk, and Al Radolec, assistant supervisor, both Pittsburgh, cope courteously with customers on the line





These Pittsburgh branch people are (l. to r.) — George Sindorf, chief technician, poking into a television set; Bill McCurdie, the manager, at his desk, and Samuel Davis, stack clerk, filing a requisition for Pat Davis

North Jersey district; the district manager's secretary, Mrs. Betty Montalto, of Columbus. A training center is run by Harry Kennedy, former Louisville branch manager.

Howard Johnson's lieutenants in the branches are veteran servicemen.

Columbus is in the charge of Robert McCrady, who came to the company in 1948 at Cleveland and later was I. & S. supervisor at Akron. He also is the acting head of the Huntington office.

In Pittsburgh, the No. 1 man is W. C. McCurdie, who in 1947 signed with RCA at Westchester, N. Y., and later was branch manager at Buffalo.

In Cincinnati, the manager is John J. O'Malley, who in 1947 joined TV service in Chicago, later became supervisor at Milwaukee, Wis.

In Erie — Edward Andrew Latzy, joined at Collingdale, Pa., in 1947, and became Class-A tech at Pittsburgh.

Dayton — Richard B. Helloski, joined at Cliffside Park, N. J., in 1947, became supervisor at Netcong, N. J.

Louisville — Parker Valentine, joined at Newark, N. J., in 1947, became supervisor at Bayonne, N. J.

Johnstown — Marvin Smith, joined at Bryn Mawr, Pa., in 1948, became assistant supervisor at Pittsburgh.

From Summer Here to Winter There

WILLARD (WILD BILL) HANSON has flown clear to winter to try to beat competition in putting Brazil on the air, via video. On June 26, the field engineer representative in TV broadcast took off on a Pan American flight for Sao Paulo, with equipment following close behind by air freight—a 6000-mile trip, from summer here to winter in South America.

The excitement to Bill is the race, since competition already has two stations going up in Rio, and he's set to be "first with RCA" in Brazil. The flight is pure routine; he used to be flight radio officer for Pan Am, between here and South America (from 1932 to '36). Later, he was operator in charge of the line's ground station at Port au Prince, Haiti.

Three years later, he did the same job for the Miami Communications Center. During the war years, in charge in Miami, he kept busy directing not only Pan American planes but the Army Air Transport Command ships bound for South Africa. Every day his planes spotted subs and sent reports for him to relay to the

Navy.

Bill came with RCA first in 1928 at the Radiomarine Corp., Great Lakes; was



"Wild Bill" Hanson

hired by Ed Cahill for Photophone in Detroit two years later. After the airline service, he came back to the company in '44, worked out of the home office in the government group on radar, radio altimeter, and radio navigation. At the close of the war, he returned to aviation as a commercial field engineer, then went into his present assignment, TV broadcast equipment.

He allowed himself just three weeks to complete the Brazil job—inspect, correct errors, supervise antenna erection, and tune a new TT5A five-kilo TV transmitter, complete with microwave relay and truck for remote pickup. Walter Obermuller is the RCA Victor engineer supervising installation of Radio Difusora in Sao Paulo.

Bill doesn't spend many weeks in a year at his modern cedar log cabin in the Rancocas woods, near Mt. Holly, N. J.; he's always on the road. But his wife and cocker spaniels are there waiting for him at the end of a long flight or quick motor trip.

Accountant finds years add up fast to 65

MALCOLM LESLIE KING used to knock around, picking up and dropping jobs as they pleased him, until he landed at RCA back in 1931 and liked it so well he stayed — long enough to pile up more than 20 years of service and be retired next July at the age of 65.

The lightning calculator in the financial department started adding up accounting jobs nearly 50 years ago, when he still was in his teens, and before the birth of the machine age in the book-keeping world.

When he was a youngster, his accountant father fired lightning math calculations at him instead of nursery rhymes.

If you ask him suddenly what 65 times 8700 might be, he'll give the split-second answer: 565,500 but shake his head over the pause.

"I was better at it when I was 13 than I am now."

He even has come to the point of checking his figures by machine — after doing the job mentally, first.

He can't remember all the jobs he's held, but there was a coal company, shipyard, the old Pennsylvania Hotel in New York, any place that needed a figure ex-

pert. If he didn't like a job he'd tell his father he had to work nights. King, Sr., would roar:

"I'll have no son of mine working nights. Get off that job!"



Malcolm King

Wall Street was the only pavement he ever landed on against his will. He was working there as a statistician when the "great bust-up" came.

World War I gave him a change. He did an 18-month tour in the ranks, landing in France seven months after donning khaki.

One night he and eight other soldiers bunked in a Luxembourg bowling alley, which had been swept by poison gas. A year later, his hair began to fall out, and though he "blew a small fortune on tonics and high-frequency rays," it stayed out.

One of his chief interests, shared by his wife, is long motor trips.

"Always thought more of autos than bank accounts," he admits (but he's been collecting U. S. savings bonds for the last ten years).

His relaxation from the Service Company's mathematical problems is playing pinochle in a friend's home near his Merchantville (N. J.) apartment. One night a week he meets with a couple of shipyard workers, a local M.D., a real estate man, and occasional visitors.

What's he going to do after his retirement next July?

"Oh, pick me up another job."

Driving Lesson:

CONCENTRATE AND FAIL

FROM *FLEET FLASHES*, one of the National Safety Council's publications, comes a provocative as well as clever tip on skillful driving in present-day traffic.

What you need, says the article, is not so much learnin' as rhythm.

The point is thrust home by a story about a man who is really a quick learner. He can read a page in a book at a glance; read through two or three volumes in one evening and tell you anything about them.

Recently, he decided to take up golf. He bought two books on the subject and boned on them, then, when he knew all about the game, he took his clubs and joined a foursome.

He attacked the ball with intense concentration, missed it nine swings out of ten, and when he did connect, either

sliced or drove the pill obliquely over the fence.

In spite of his learnin', his concentration, his heroic expenditure of energy, the guy was a spectacular failure, and, needless to say, a bore to his fellow players. He never caught on to the game, finally gave it up.

The trouble, obviously, was that this fellow could never learn to take it easy — to relax — to follow through. This *relaxed control of muscular movements* is the secret of success in most athletic skills — golf, tennis, baseball, bowling, as well as juggling, tight-rope walking, tumbling, trapeze work — and driving an automobile in traffic.

The object of the driving game, the Safety Council is at pains to point out, is to control the movement of the vehicle in such a way as to get from point A to

point B without allowing the vehicle to touch another, a pedestrian, or fixed object.

This feat — and it is a feat in today's traffic — demands continual adjustment of the direction, movement, and speed of the car to that of other cars and pedestrians, who also are moving at different speeds and in different directions.

Here a sense of the rhythm of traffic and the ability to make continual adjustments of movement, direction, and speed — *smoothly and effortlessly* — is the essence of the "game" — the quality to be sought after and promoted.

The article stresses that, even with a good sense of rhythm and relaxed muscular coordination, a driver also has to know the safe and unsafe practices related to driving, must learn to recognize an accident-producing situation in the making.

PICKUP

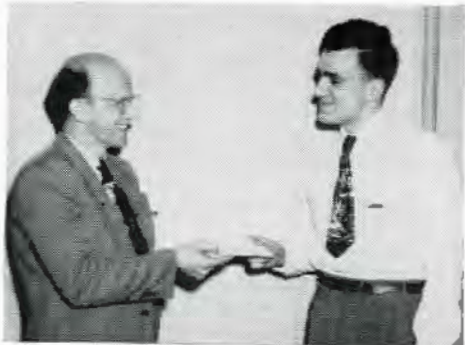
Big Ideas

The Suggestion Committee has turned up substantial awards. A mast-raising jig for use on non-standard installations won \$500 for Walter Brandenburg, Glen Rock (N. J.) branch.

A \$360 prize went to H. Geers and D. W. Gould, Atlanta technical products district, for BIM spin speed modification. A. E. Divine, Houston, received \$125 for his basic idea in conjunction with the mast-raising jig.

E. D. Maisel, Gwinhurst, suggested distributing a folder describing the factory service contract, and collected \$10. Glen Rock's A. D. Schumacher won two awards: \$5 for special use of an extra chimney strap, and \$2.50 for antenna mountings on parapet-type roofs.

Two letters of commendation were forwarded, one to A. Hilderbrand, home office, for his idea of literature distribution by field personnel; and to C. C. More, home office, for a solderless connector design.



H. C. Bennett awards Brandenburg

Three Tips

Gerard E. Reilly, of the Washington branch, has three tips for easing the serviceman's lot. First, he doesn't pull any hot tubes out of the set. He slips the white conical-shaped sleeve from the new tube box over that hot 5U4 or 6BG6, and saves his fingers—also space in his tool kit by eliminating the need for any special implement for this job.

For quick detection of the cause of "no sound," he holds a piece of solder in the phono input on the back of the chassis. He then flips the phono-tel switch to phono. A buzz, variable with the volume control, indicates immediately the trouble is not in the circuits following the discriminator. For "precision" oiling, Reilly uses a medicine dropper.

TWINS WIN TWIN SCHOLARSHIPS



John Jones



Bill Jones

W. W. Jones, manager of Industrial Service, has twin sons who are twin leaders. The boys, Bill and John, received full four-year scholarships to Rutgers on the basis of "manhood, character and leadership; scholastic ability and physical activities."

Graduated from Merchantville (N. J.) High in June, the 17-year-old co-captains of the football team alternated between tackle and guard. Bill was president of the honor society, student council and senior Hi-Y. John was drummer in the school band, won the junior essay contest; Bill was runner-up in the American Legion oratorical contest during his junior year. Both made the swimming team junior and sophomore years.

Fast Fun



Bill Hoffman

Picked up in the photo contest was this snapshot of Bill Hoffman, Sanford, Fla., field engineer, shown with his three miniature racing cars, all trophy winners.

Note the one with the RCA insignia, top honor winner, clocked at 134.81 mpr. Bill had to explain the initials as standing for "Race Car Association," inasmuch

PICKUP PICKS UP

Pickup business is picking up. That \$5 the NEWS waved is peppered with holes this month.

Gerard Reilly, Washington, offers the name *Scuttlebutt* for this page, and R. G. Ochsner, home office, *Branch Briefs*. Jack A. Pernice, New York technical products, and M. J. Romanoski, North Jersey TV branch, both sent in *Roundup*.

Home office theatre service section's E. O. Greipp, suggests *Tidbits*, made up of first letters of "theatre, industrial districts & branches installing television sets." J. Helliwell, Rahway, offers *Nips by Nipper*, *Nipper Nips*.

The ladies are giving a hand: Lois Peterson, home office, sent in eight possibilities, including *Here and There*, *Seen' Spots*; Sally Freudenberger, Springfield Gardens, L. I., five, including *Inter-Branch Chit-Chat*.

Good tries, but we're waiting for more. Five bucks goes to the author of the winning name, which readers will vote on. Watch!

as no advertising is permitted to permeate this hobby.

SERVICE COMPANY CHIEFS IN ATLANTIC CITY



HOME OFFICE EXECUTIVES & TV SERVICE MANAGERS pose for photo at Atlantic City meeting June 7-14. Bottom row, l. to r.: Herb Poole, advertising; Bob Peard, Washington dist.; Joe Shuskus, Bayonne; Bill McCurdie, Pittsburgh; John Ogilvie, Bronx; Orrin Wenzel, audit; R. L. Olmstead, accounting; P. Slaninka, wage & salary. Second row: T. G. Whitney, commercial service; Bob Baggs, sales; G. H. Metz, personnel; Vice President & General Counsel D. R. Creato; Vice President J. A. Milling; President E. C. Cahill; Treasurer & Controller J. P. Boksenbom; A. L. Spaeth, purchasing; Bob Gray, assistant, operations; N. B. Ingels, facilities & real estate. Third row: Gordon Guthrie, fleet; Joe Ogden, contract sales; Bob Newton, Detroit; Fred Lakiwitz, New England; Sid Baker, St. Louis; Larry Borgeson, West Coast; H. Johnson, Columbus; Dave Brown, formerly Washington; Russ Hansen, Chicago; Warren Werner, Philadelphia; Howard Bennett, North Jersey; Conrad Odden, New York; Andy Hilderbrand, subcontracting; E. F. Gerry, administration; John Barrett, material control; John Dorafee and Harold Christian, administration

Great Expectations

(Continued from first page)

A crack organizer who hired and helped train men, Bill Zaun was a merit award winner in '48. Looking back to the old days, Bill says: "We were playing by ear then."

They also were playing by foot. Until early '46, the L. I. chapter did not even have a truck: servicemen chased around carrying TV sets and equipment on trolleys and buses. The phone situation was acute. The one and only instrument was

kept open for incoming calls; outgoing ones were made from the delicatessen.

Merle Tomlin, Long Island's original technician, now is on the engineering staff at the home office. Don Stover, present TV operations manager, was Zaun's assistant. Howard Laessle, engineer for RCA on ultra high frequency tests. Bridgeport, Conn., was manager of the first Camden branch. Hollywood, Calif., was a one-man affair run by Larry G. Borgeson, present West Coast manager.

Subcontracting administrator Andy Hilderbrand was boss of the Kearny shop, assisted by four technicians: Harry Bowes, current manager of Fort Lee; Andy Conrad, manager of tube quality control; Dave Callaghan, manager of antenna development; and Walter Fox, manager of the Newark shop. Like many of the other pioneers, Hilderbrand also painted his place, kept it swept out. At night his wife used to bring the baby down and help him fix up.

Joe Hatchwell, subcontracting administration, opened nine shops, managed 12.

Russ Hansen, Chicago district manager, headed the first branch there on Foster Ave., which three months previously had been opened by Bob Newton, now Detroit district manager, with the help of George Fish, currently real estate and facilities. When the Albany branch was unveiled, Andy Conrad served as its manager for a year.

Squeeze Play



L. I. shop in '46

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MANNING SMITH

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