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Published by and for members of RCA Service Co., Inc.

Polio Conference Views Electron Microscope

Service Company Aids In Demonstrations

Among the many interesting exhibits at the First International Poliomyelitis Conference in New York's Waldorf-Astoria Hotel this month was the Electron Microscope demonstration. RCA's Scientific Instrument Section, sponsor of the exhibit, had a display of electron micrographs showing recently isolated disease-producing organisms and two of the instruments were in operation for demonstrations.

Visiting doctors and research technicians were seated and permitted to operate the controls as they would in a laboratory installation of their own. Many took for granted the high magnifications of which the machine is capable, but were surprised to learn that operation is remarkably simple considering that the instrument has more than 3000 parts, including 25 electron tubes. They also learned that important operating controls have interlocking safety connections which automatically prevent operation in the wrong sequence.



Photo above shows Lee Cochran (left) of

RCA Sunday Hour Goes On Fall & Winter Tour

When something's good people say, "put that show on the road!" That is in effect what the pleased audiences of the RCA Sunday hour have been saying for the past three years so this year it's come true.

The show featuring the RCA Victor Orchestra and Chorus conducted by Russ Case and starring baritone Robert Merrill has been broadcast over the NBC network for the past three years. In mid-October it will take to the road for an extended fall and winter tour. Regular Sunday broadcasts will continue from points of origin along the way. A complete schedule of the fall portion of the tour will appear in the August issue of the News.

Lakewitz Appointed D.M.

With the appointment of Fred Lakewitz as District Manager of Television Service in Boston, Hartford, Portland and Providence distributing areas the total TV districts now stands at nine.

Fred will make his headquarters at the Cambridge Shop where he has been manager since its inception.

the Service Company instructing Dr. Ricardo of Argentina in the operation of an EMU Model Electron Microscope.

Technical specialists of the Industrial Division were on hand to explain that maintenance is really much simpler than what is suggested by the somewhat mysterious specifications that the 50,000 volt power supply be regulated to within 3/4 volt and that the vacuum in the barrel be held at 1/10 micron or less. These specifications must be met, it is claimed, to realize sharply defined photographic negatives with a magnification of 20,000 diameters which can be optically enlarged by another 10 diameters to give an overall magnification of 200,000.

Service Co. Develops New Test Oscillator

Improvements Noted In New Equipment

For years field engineers have pointed for low noise level in theatre sound systems, and the Service Company's portable flutter indicator developed in 1938 was a big asset. To calibrate these instruments has required motor-driven capacitor-oscillators which have suffered a number of deficiencies. Thus, a new electronic oscillator has been born.

This latest unit is free from amplitude modulation effects and provides excellent frequency stability, good output wave form, long time constancy of calibration and rapid checks of bridge scale markings. Modulation at any low audio frequency and with any wave shape desired is accomplished by using an external modulation generator. The instrument is now being used to calibrate and test all flutter indicators used by field engineers.

Those responsible for the new test unit are Ed Stanko, head of theatre technical section, and Paul Smith, a member of the section. Detailed description of the oscillator's operation was assembled for presentation at the May meeting of the Society of Motion Picture Engineers.



Messrs. Ed Stanko at right and Paul Smith use their new FM Audio Oscillator to calibrate flutter meter of the type used by Service Company field engineers.

RCA SERVICE COMPANY NEWS

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EDITOR
JOSH BILLINGS, JR.

Vol. 5 No. 6 July, 1948 Camden, N.J.

• Once Over Lightly

On a recent visit in one of the television shops a clerk got me into a conversation which runs something like this

"This morning I'm busy as a salmon buckin' the Columbia when the phone rings", he says. "An' guess what? Some customer calls to tell me his set's out of order. So I ask him what's wrong - what a story! He can't tell a 'kine' from a wave trap, an' "Just a minute," I interrupt. "Why are you so busy?" He steps back and eyes me as though I'm a bit off the beam. "Why everybody's busy - there's piles of work. Do you know we've got thousands of customer names in that file?" he says, pointing to a file against the wall.

"But what would you do if you didn't have any customers?" I query. "That's silly. There'll always be customers." "Yes", I agreed, "As long as you serve them." "But some of 'em are so stupid." "Just how much should they know about television?" I ventured. "Isn't that your job rather than theirs? If they knew all about television they wouldn't come to you for service, would they?" "Well, I guess not," he says, "but some people think the world was made for them, and others get downright nasty. What do you do then?" "True, there are tough customers, but don't forget they're still customers, and you've agreed you wouldn't be in business without them. So you've got to do the right thing by them even if they seem unreasonable to you. But go on with your story", I said.

He looked rather sheepish by now. "Guess there isn't any story", he said. "I told him I didn't have to listen to his guff - told him to cool off and call back - then I hung up."

"Don't you think you better call him back", I asked. "We all make mistakes, but you'll be making another if you don't apologize."

He almost gritted his teeth at the suggestion, but promptly picked up the phone. I waited in apprehension to see what would happen. He just about had time to open his mouth when the customer let go with a



A Key Or A Curse In Your Business?

mouthful on the other end of the line. Once the customer had cleared his mind my friend made attempts to help him. His politeness and sincere interest soon softened the customer - a service call was arranged - a customer had been saved.

"Gee it's funny, but I feel much better now", he says as he turns back to meet my gaze. "Say, you know, I'll bet there's a lot of guys don't know how to really handle these tough customers. Somebody ought to tell 'em. Say, why don't you do it in the Service News," he says.

And so I have.

• Readers Please Note

With this issue the News is being sent on the basis of a newly revised and consolidated mailing list. Heretofore we were forced to use a number of lists controlled by various people throughout the company. The present one should simplify matters and speed up circulation. In view of these facts we are anxious to be sure the list is in order. In this you can help. If you know of any Service Company employe who has not received a copy or any other person who wants to receive the News regularly we would appreciate a note giving full name, address and affiliation. We shall be happy to place such persons on the new mailing list. Thanks in advance.

Chat Man Again - Thank Goodness

The customer we really care for. Though once we asked us, "What's he there for?"

The simplest answer we could find is reproduction of his kind.

To make the matter more succinct: Suppose the customer extinct. Now who would e'er approve this bosh Save possibly Ogden Nosh?

Some customers scream with grating voice That they are companies A-1 choice. But however funny or maddening they seem They're ALWAYS RIGHT in our every scheme.

So what to do when things are rough And a customer calls to give you guff? Just settle down and hear his story. Take Mr. Anthony - look at his glory.

The game is easy when you play with rules, And the ones below are your very best tools. BE HONEST - BE FAIR - BE POLITE - BE PROMPT

And try to give the customer whatever he may want.

Handle the tough ones as you do the rest, And above all - ALWAYS GIVE YOUR BEST.

By Josh Billings
with apologies
to Ogden Nash

• Music To Our Ears

We reprint the following letter without comment other than a hearty note of thanks to Elsie Olsen, Ed Cahill's secretary:

E. C. Cahill

Dear Sir:

Enclosed find check for renewal of my Owner's policy. I would like you to know that I am not renewing the policy because of the efficient service but because of the courtesy your Miss Olsen extended to me when I called. I feel that you should know that credit for renewal of this policy should go to Miss Olsen.

Yours,
Harry McCloskey

A tip of the hat for real service goes to Bill Hardman and the New York District. Keep up the reputation you're building with letters like this:

I wish to take this opportunity to thank you for your personal and prompt service that you rendered to me in our emergency. This is the second time that you have pulled our organization out of a hole, as well as keeping our exhibit-or happy.

I was talking to Mr. Phillip Humphrey about the situation that existed and he has stated that Bill Hardman gives the fastest emergency service of any district that he has come in contact with.

I wish to thank you once again and trust that I will be seeing you in the very near future, with kindest personal regards, I remain

Very truly yours,

LOU PHILLIPS THEATRE
SUPPLIES, INC.

/s/ Lou Phillips, President

• That Ray of Sunshine

Eight members of the home office Sunshine Club had a ray of sunshine this month in the form of club gifts. Financial Division's Florence Johnson and Ada Harker received gifts for their homes on leaving the company. On hearing of the death of Ed Greipp's father the club sent a spray of flowers. A similar gift was sent to Jack Dean's family on the death of his father. George Mohn, Communication's lone bridegroom of the month received a gift for the home.

During the illness of Harold Markley a warming gift was sent to cheer his spirits while John Dorofee took up reading in bed with a broken leg. George Purdy of TV Administration was on hand to pass out cigars and acknowledge a baby gift. Last but not least Walt Beerbower of Communications left the company with a desk set gift.

Meagher Authors Service Series

Johnny Meagher who recently left the Service Company to join the Renewal Sales Section of RCA Tube Department in Harrison is off doing big things as we knew he would. This time he's authoring a series of TV service articles for the Tube Division's Radio Service News.

He's just the man for such a job, for Johnny spent more than ten years writing and lecturing in his job with the Service Company. He is perhaps best known for his development of the now famous "Dynamic Demonstrator" panels. His broad experience is serving him well, and we'll be waiting to read those articles. Congratulations and best of luck, Johnny.

EMPLOYE SALES ANNOUNCES SOUND PRODUCTS DEAL

Many servicers in the field will be glad to learn of a recent agreement made between Employe Sales and RCA Victor's Engineering Products Division regarding employe purchases of sound products equipment.

Terms provide for a discount of 50% on most items while a handful are cut 40%.

No payroll deduction plan is available for this merchandise, and payment should be made by check or money order following OK of order, or in cash if purchaser appears in person at an employe store. Sound equipment is guaranteed for 90 days after sale, but it is expected that employes making purchases are in a position to make minor adjustments in view of the long discount. However, defective units may be returned to Camden for repair in the following manner:

1. Employe Sales Store Supervisor, confirming guarantee date, will request a Return Authorization from G. Brewster, Bldg. 15-5, Camden.
2. Upon receipt of R.A., the store will ship the unit as requested.
3. The factory will repair the unit with a charge for the labor involved.
4. The purchasing employe is chargeable for the labor and transportation expenses. No charge will be made for defective parts replaced.

As in the case of Home Instrument purchases employes will be permitted to buy only one of an item. Purchase records will be kept and reviewed by the Sound Products Section. All equipment is for employe use only.

INSIDE LOOKING OUT

Life-Size Television

Simultaneous preview demonstrations of an RCA auditorium type TV projector were held late last month in New York, Boston, Philadelphia and Washington in connection with the Republican National Convention and the Lewis-Walcott championship fight. A Schmidt-type reflective optical projection system employed in the new equipment produces pictures for screen sizes of 3 by 4 feet to approximately 7 x 9 feet. Design features provide operation as simple as the conventional home receiver. The new projector is especially suited for use by hotels, clubs, hospitals, churches, schools, industry and amusement places.

Education via Television

When Upper Darby High School in Upper Darby, Pa. received an RCA Victor television console as a gift of a local bank they put it right to work. It has been mounted on a rubber-tired dolly, equipped with an extra length of wire, and housed in a special closet backstage in the auditorium. A small audience may attend shows backstage or larger groups may be accommodated when the receiver is wheeled to the front of the stage. Ralph M. Anderson, who is in charge of the Upper Darby operation says television is particularly valuable in social science classes.

Kiwanis Convention Views Telecast

At their 33rd annual convention in Los Angeles last month Kiwanians met with a unique television display. NBC broadcast equipment was set up on the stage of the shrine auditorium to televise the proceedings. Ten RCA 648 PTK receivers were located around the auditorium and one modified unit was arranged to project a large image on a movie screen at the center of the stage. Thus, everyone had a fine view and many delegates from distant points in Alaska, Canada and Hawaii had the added treat of seeing television for the first time.

Some field personnel may be interested in a reminder that RCA employe sales stores are located at Bloomington, Harrison, Hollywood, Indianapolis and Lancaster plants in addition to Camden. Purchases may be made or orders taken at any of these locations.

Service Tips For Theatre Engineers

Edited by Ed Stanko
Technical Station
Theatre Service

Suppressing Parasitic Oscillation In Motiograph MA-7505 System

Motiograph amplifiers MA-7505 which use 6L6 glass tubes and will not work with 6L6 metal tubes because of low frequency or high frequency oscillation, can be corrected by installation of a 100 ohm resistor in each grid of 6L6.

Remove the grid connection from terminal 5 of each 6L6 and connect to terminal 6. Install a 100 ohm resistor, 1/2 watt, between 5 and 6. From V3 (6L6) it may be necessary to remove the wire and install the resistor from 5 to R-14 to further reduce interference.

It also may be necessary to disconnect the ground lead from pin one of each tube in the amplifier and ground this terminal to chassis. Can use a lug on short wire and connect lug under nut that holds tube socket to chassis or solder connector direct to chassis next to tube socket.

MA-7505 amplifiers of later production have been corrected at the factory for addition of a 100 ohm resistor, according to the latest schematics.

Harold Madison

Sound Fading - PG-106 and 169 Emergency Amplifiers

When using these systems in connection with several standard types of theatre reproducing systems, sound change-over or fading can be simplified by connecting a jumper from "grid A" to "grid B" on the emergency amplifier. When this is done the standard system fader can be used to transfer sound - a convenience when only one projectionist is working since the jumper eliminates necessity of using emergency amplifier toggle fader switch.

R. H. Bisbee

Reducing Hum In Simplex System

In Simplex sound systems that have an inherent high hum level try a 15 mfd, 600 volt (Sprague AP-16) in place of the two (SN 508) 4 mfd, 600 volt filter capacitors.

R. J. del Castillo

Replacing Motor Cushions On Soundhead Motors

Occasionally an equipment is found that has needed new mo-

tor cushions for some time and the reason for their not being changed is the supposed difficulty in making the replacement. In the past several engineers have submitted their methods so this will be a method of several ideas combined. The main tools are an ice-pick, nail set and a light hammer. After the end bells have been removed from the frame and cleaned, place them on a firm flat surface and with the ice-pick and hammer remove the wire ring by driving the pick under an open end, then continue on around the end bell until the ring comes out. With a screw driver remove the old cushion and metal ring surrounding it. Place the new cushion inside the metal ring and force over the end bell. Wet the corner of a bar of soap and rub around the rubber cushion. Place the conical washer in position and then drop the wire ring on top. Using the nail set and hammer tap the wire ring at one end hard enough to engage the groove around the end bell but not enough to drive it under the conical washer. If this happens, it will be necessary to remove the wire ring and start again. After the wire ring has been started properly continue tapping on around until the wire is in place. The usual time for this job which includes cleaning and filing motor start switch contacts is about one hour per installation.

H. H. Quackenbush

Replacing Soundhead Motor Cushions

When you install the Robbins & Meyers cushion motor mounts without the use of the motor tool, take a small amount of sound head oil and rub the inside of the rubber mount with it. The conical steel ring will slip in place with no trouble at all. It worked very well on three motors for me.

A. L. Friel

Improving Arc Rectifier Operation

As we all know there are times when a four or six bulb rectifier will cause flicker on the screen when used with a high intensity lamp. Changing the bulbs around in the rectifier sometimes clears up the trouble. Sometimes installing new bulbs will stop the flicker, but not always.

Recently at one of my theatres one of the lamps began to flicker quite badly as if one of the bulbs were out but after checking found that all were rectifying. Four new tungars were installed but did not help. The flicker was just as bad. The new bulbs were switched in the sockets and the flicker was reduced considerably but did not entirely disappear. Have wondered for some time why the light would still flicker when new bulbs were installed and just what took place to reduce the flicker when the bulbs were switched in the sockets so decided this was a good time to find out.

The new bulbs were replaced in the sockets where the flicker was the worse. Will number the sockets for identification. An ammeter was connected between the clip and the bulb, the output of each bulb was taken. It was found that #1 was putting out 9 amps. - #2 14 amps. - #3 11 amps. - #4 13 amps. The #1 and #2 bulbs were then switched, #1 then read 12 amps, instead of 9 amps. - #2 read 12 amps, instead of 14 amps. The bulbs in the #3 and #4 sockets were switched - #3 then read 11 amps, instead of 12 - #4 read 12 amps, instead of 13. With all

bulbs pulling 12 amps. each the light on the screen was steady and flickerless without any film in the machine. Have tried this out at several houses since and it has worked out each time. Have also found that you can use old bulbs that have been discarded by balancing them in the above manner and get just as good a light without any flicker as with new bulbs. In fact one operator has fixed up a meter with a couple of leads and clips so that the bulbs can be balanced in a few minutes, and is using all the old tungars he has, says he can use them until they burn out.

It was also noted that in a rectifier which causes flicker, quite often one tube will be found to put out considerably more than the others and one tube is always considerably weaker. By using a meter it takes but a few minutes to find the weak bulb and place the strong bulb in the weak socket and vice versa.

A. J. Speak

Dating Tungar Bulbs

A very easy method of checking the date tungar tubes are installed in a rectifier is to date each bulb when it is installed by using colored finger nail polish.

H. M. Morrow

Using Triatic Signal Tracer For Location Amplifier Feedback In Mike Lines

After running into some trouble which turned out to be feedback of an intermittent nature, I decided to try the Triatic Tester. Using this instrument as an amplifier, three circuits were immediately restored to service. As they were found to be clear the trouble was quickly traced to one branch of a microphone line feeding two microphones and immediately corrected.

G. B. Armstrong

Reducing Meter "Bump" On Patches In Focusing Loop

When using 7000 or 9000 cycle loops for focusing optical systems, the "bump" caused by the splice is often very annoying due to the excessive meter swing incurred. This can be reduced to a minimum by shunting the output meter with a one-henry reactor. The reactance at splice bump frequency is very low, at 7000 cycles it is approximately 44000 ohms.

E. D. Van Dyne,

Theatre Service Uses Safety Films

Test films used by field engineers in servicing theatre equipment are now being printed on acetate safety-film. "This changeover is in line with the industry's move to reduce the fire hazard involved in the use of nitrate-base film", explains Carl Johnson, Theatre Service Manager.

Men in the field are currently instructing projectionists on how to tell the difference between the two types of film, and are also offering advisory assistance on new methods necessary in splicing safety film.

High To Low We Go In Accidents - Jones

Vice President and General Manager Bill Jones was pleased to report a sudden switch in the Service Company's accident rate. A discussion with the auto rental agency whose trucks are made available to us reported that we recently dropped from the high accident bracket to the lowest on their books.

When our high accident rate was noted some months ago the situation was studied and a number of steps were taken to bring about a cure. The publication of safety information in the Service Company News was made a part of the program, and we concur with Mr. Jones on hearing some good results.

ACCIDENT BOX SCORE FOR JUNE

Home Office	0
District Operations	0
Television Shops	<u>51</u>
Total	51
Total 1948	362

A SMALL CUT CAN CAUSE TROUBLE!



ENTER INTERSECTION ON GREEN LIGHT ONLY



FLYING SPOT SCANNERS KEEP PACE WITH TIMES

Operation Of Latest Tube Explained

Flying spot scanners of the mechanical type are as old as television. For years they were essential at both the transmitting and receiving ends. One had to be used at the transmitter end to dissect the image to be transmitted; another at the receiving end to reconstruct the piecemeal information into a resemblance of the original scene.

The advent of electronic television changed all that. At the camera end the Flying Spot Scanner was supplanted by the Iconoscope, Orthicon and Image-Orthicon camera tubes; at the receiver end by the Kinescope. Only in special experimental work such as color television was the flying spot scanner able to hang on.

Recent months, however, have seen a big increase in interest in flying spot scanners. This is because of new electronic developments such as the RCA-5WP15 Flying Spot tube. This small tube, measuring only 5 inches in diameter, replaces the whirling disc and associated lamp used in mechanical types of flying spot scanners. Through its use, it is possible to make up a relatively inexpensive scanner for still subjects such as station call letters, test patterns, pictures, etc. Thus a station with one or more of these scanners at its disposal need not tie up studio camera equipment which represents a considerably larger investment and is much more expensive to operate.

In a flying spot scanner, the subject is scanned optically; that is, by a flying spot of light which traces its way over the subject. If the subject is a transparency such as a film or glass slide, the transmitted light is modulated in intensity as it sweeps through the variations in emulsion density. If this modulated light beam is impressed on a phototube, the current through the phototube will be modulated in a similar manner. The resulting picture or video currents can, of course, be amplified just like the outputs of television camera tubes such as the Iconoscope or Image Orthicon.

The flying spot can be generated by a strong light source and perforated whirling disc as in older television systems or it can be generated electronically by means of a special cathode ray tube such as the RCA-5WP15. The cathode ray type has obvious advantages because the sweeping of the spot is accomplished merely by deflecting the electron beam.

The elements of a simple flying spot scanner are shown in the accompanying diagram. The face of the Flying Spot tube is imaged by the lens system on the subject to be scanned, which in this case is a transparency. As the modulated light emerges from the slide it is gathered in by a condenser lens system and beamed on a phototube type electron multiplier tube. Because of the high amplification and excellent signal-to-noise ratio inherent in an electron multiplier type of amplifier, the output will have a high amplitude and be relatively noise-free.

The scanning of an opaque subject would, of course, require a somewhat different setup because in this case it is necessary to work with reflected light which must be gathered in by means of lenses and phototubes surrounding the subject. This is considerably more difficult to accomplish than the transparency setup.

The time decay of the phosphorescent material used in the Flying Spot tube must be very short. The phototube reacts to the relative intensity of the spot at any one instant and if the screen persistency were high the spot would have a "tail" and the result would be a picture of poor resolution. The fluorescent radiation of the RCA-5WP15 will drop to less than 1% of total brilliance in less than one microsecond. Its radiation is very strong in the near-ultra-violet region. A metalized back doubles its effectiveness.

One image can be superimposed on another by modulating the electron beam of the Flying Spot tube with picture information from another source which can be either another Flying Spot scanner or a standard television camera.

The face of the RCA-5WP15 is flat, thereby simplifying optical focusing of its face on the subject to be scanned. It can accom-

Philadelphia Leads In '48 On RP Complaint Handling

As we moved through the first third of '48 the Philadelphia District substantially improved its position in consumer complaint handling to hold first place, for which they were tied with Los Angeles in the last half of '47. Five other districts, meaning Boston, Cleveland, Chicago, Atlanta and San Francisco, beat their former grades to displace last year's leaders.

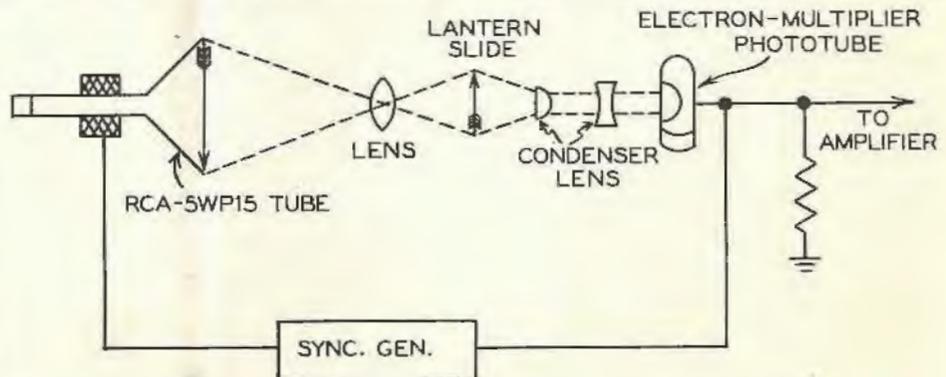
However, no district lost much ground in grading, and thus the national figure rose to 82.5. Two ties and the fact that only eighteen points separate top and bottom on the grade sheet indicate the close contention of the districts to please consumers.

The complete standing as prepared by Frank Atlee of P. C. McGanghey's RP Section follows:

	Grade	Position & Grade Last Half '47
Philadelphia	88	1 (tied) 83.5
Boston	83.5	9 63
Cleveland	82.5	7 73
Tie-Los Angeles)	80	1 (tied) 83.5
Chicago)		10 60
Tie-Atlanta)	78	8 69
San Fran.)		5 75
New York	76.5	2 81.5
Dallas	76	3 79
Kansas City	73	4 78
Pittsburgh	69	6 73.5
NATIONAL	82.5	78.9

modate a high anode voltage; therefore, yields a high degree of illumination which makes for a low signal to noise ratio (virtually no noise in the blacks).

Since the phototube current is always directly proportional to the light transmitted by the minute area being scanned, being zero when the slide is absolutely opaque and maximum when the slide is completely transparent, the d.c. component is always present. Also, unlike the Iconoscope, there is no intrinsic shading which requires compensation. Operation, therefore, is greatly simplified.



ELEMENTS OF ELECTRONIC FLYING SPOT SCANNER

Philadelphia Gets Preview Of Theatre Television

Every day there's something new in television, and last month in Philadelphia's Fox Theatre the public, press and special guests had the privilege of seeing the Louis-Walcott championship fight on the screen of the theatre via direct TV relay from New York's Yankee Stadium.

The TV broadcast followed the showing of a regular feature, and was a big success from the point of television and theatre programming. This represented the first theatre television pictures (15 x 20 feet) of a major news event; and the first theatre telecast originating in a distant city.

Men of the Service Company's television demonstration group were on hand to aid in the installation of equipment and a number of theatre field engineers in Camden for advanced training had an opportunity to receive instructions on the installation at the Fox Theatre.

Pick-up of NBC's station WNBT was transmitted by microwave relay to Wyndmoor, Pa. and sent on to a special receiving unit on the roof of the Fox Theatre.

Accompanying photos include two shots of Service Company men examining the projection unit and one of them inspecting

Political Conventions Boost Seen In East Coast TV Sales

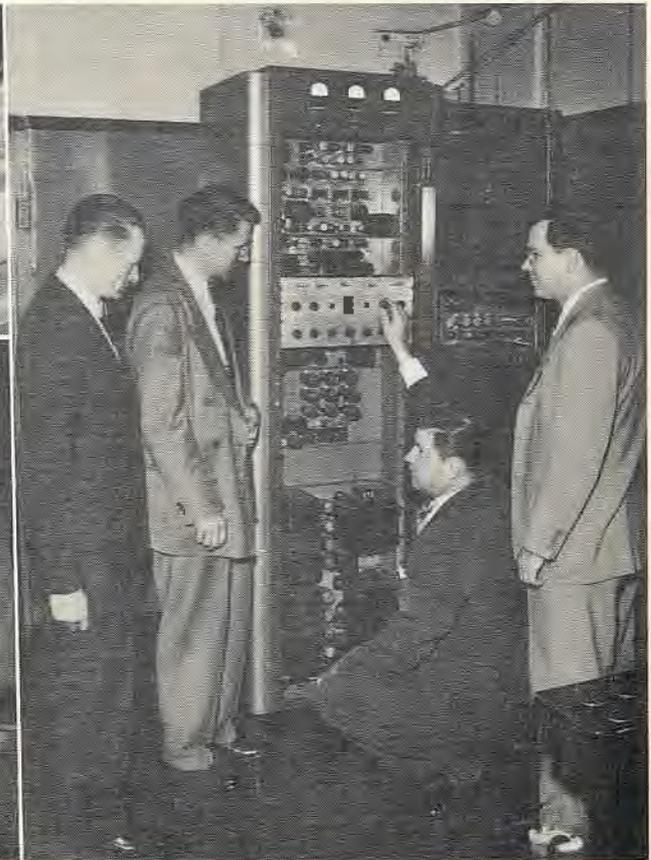
Mounting interest in Television was readily seen in the video sales jump just prior to the Philadelphia conventions. TV sales increases of over 250 per cent were experienced by RCA's distributors in the Philadelphia, Baltimore and Washington areas while the new Boston market reported a complete sell-out of all available receivers.

Special TV installations for the conventions were made in dozens of places by Service Company installation teams, and the largest single installation of television receivers ever made was in operation in the Commercial Museum, adjacent to Convention Hall. 150 receivers of all types were on display by Farnsworth, General Electric, Motorola, Philco, RCA Victor and Westinghouse. The Museum setup was open to the public during convention sessions, and provided a viewing area for more than 6000 persons.

the transmitter installed in the regular projection booth. Upper left photo shows from left, Bob Gold, Earl Whitacre, George Costello and Frank Helgeson of the television demonstration group. Same men appear in the other photos.



Engineers of the Service Company's television demonstration group were called on months in advance to design and build special equipment which made the display possible. A part of this is seen in the accompanying photo. Don Beck of the demonstration group is making final adjustments on the special TV control and distribution rack used to provide picture and sound signals to the receivers. A high-frequency cathode ray oscilloscope is seen at Don's right.



Camden and District Office News

HOME OFFICE M. Dengler, A. Duff

T. Leggoe

Monnie Pitzer of Publications tops our list this month with a sparkling diamond. Ned Gerry of Television Administration in NYC is the lucky fellow.



Five months ago the News announced the birth of a daughter in the Jim Morgenthal household, and we're now pleased to present blue-eyed Patricia above. Jim is with Television Administration.

The ever-growing Financial Division welcomes six new members this month including Harold Barndt, Dorothy Bollmaun, David Evans, Winfield Shaw, Helen Wilson and Georgia Zaimis.

Additions to the recently formed Personnel Division include Betty Makel, secretary to Gordon Knight, H. P. McTeigue in charge of training and P. M. Stubbelbine who transferred from the Victor Division to take charge of wage and salary administration.

Publications welcomed Dino Mazza on transfer from Collingswood Television Shop and added Earl Roberts as draftsman. Other new faces on 5-6 are Regina Karnas in TV Facilities, Irene Perry in TV Administration and Blanche McMichael in Custom Products.

A hearty welcome back to John Dorofee of TV Administration - crutches and all. Glad to see the speedy recovery, John.

Mert Brisbin took a vacation back home with the folks in Birmingham, Alabama, to help them celebrate a golden wedding anniversary.

Don Hahn of Television Administration is scheduled to leave the carefree bachelor life early in August.

We were very sorry to learn of Evelyn Hollaway's sudden illness on her vacation. Evey's in the hospital now but we hope to see her back with us in the next few weeks. Get well quick.

"Best wishes from gang on addition of new driver to old power amplifier and for scheduled two week program." That's the answer George Mohn, AM & FM field engineer, got following the announcement of his proposed marriage this month.

Mr. & Mrs. Bob Dabb of Roselle, N. J. announce the arrival of "Junior" on June 29. Bob works for C. E. Welsher on Custom Products Service in the NYC area.

We extend condolences to Ed Greipp of theatre technical section on hearing of the death of his father. We offer similar expressions of sympathy to Jack Dean of Financial Division on the death of his father.

When Joe Murray traded his position as office manager to fill the new job of Employment Manager in the Personnel Division he started a chain reaction. Jim Driscoll, formerly assistant to Adolph Goodman, District Operations Manager, took over Joe's desk; and Jim Cummings was then promoted from Material Control Section to fill the gap. But that's not all for Al Maiatico received a promotion within the Material Control Section to make way for for-

mer office boy Terry Williams.

Lastly the Service Company welcomed Bob Cochran and Harry Lewis as office boys. Harry, who came on transfer from the Victor Division, is currently on a two-week tour of duty with the National Guard. Congratulations and best of luck to all.

When the Victor AA Women's Softball team got rolling this summer, they placed a challenge with the men of the Service Company. A team was hastily formed and the playoff came on the evening of July 6th. The men in a burst of 4th of July spirit finally broke a tie to win 6 to 5 after eleven innings of play. The girls have asked for a return match which is scheduled for the near future. Players for the Service Company included:

- | | |
|---------------|----------------|
| Al Maiatico | Jack Gallagher |
| Charlie Simon | Ben Pensiero |
| Bill Hyneman | Jim Cummings |
| Bob Middleton | Fred Swartz |
| Bill Cole | Jim Short |
| George Rose | |

The Victor AA team consisted of:

- | | |
|--------------|------------------|
| Dot Thomas | Marion Hale |
| Dot Ziewski | Doris Nardello |
| May Pierce | Dolores Steander |
| Claire Tryka | Dot Maleski |
| Peg Smith | Dot Flynn |
| Mary Deshaes | Betty Martin |



The above photo was taken following the May wedding of Financial's Catherine Tracy (center) to John B. Sadler (3rd from left). Catherine's father, William (4th from right), is with RCA Engineering Products as is maid of honor, Dorothy Fallon (3rd from right). Mrs. T. J. Cowgill, bridesmaid (extreme right) is also a former RCA employee in EP.

BOSTON

M. Wiczorek

In case there is any confusion as to where the "Home Office" is located the photo below should clear up the matter.



P. E. Woodman sends this snapshot of the Opera House in Millbridge, Maine.

Charlie James is pleased to announce the marriage of #1 daughter Betty to Mr. Paul Nunn.



The happy couple are seen above in their going away clothes following the wedding ceremony in Newfane, Vt.

LOS ANGELES

C. Lewis

Vacations are in full swing and relief engineer, Bob Springer, is playing the part of itinerant. He's doing a fine job, and vacations are a pleasure when work is left in such competent hands.

Kingsley Aldridge had an unexpected visit from the local fire chief on the Fourth of July. It seems his young son put his printing press in use and circulated announcements to small fry of North Hollywood that there'd be a fireworks fiesta at his house if they brought their bombs to his house. In the face of a local ordinance Kingsley had to order a dissolution of the Aldridge Pyrotechnical Organization.

Police equipment will miss Frank Hartwick for the next few weeks as he is off on a visit with the Dallas office.

Jerry Ebenhahn is kept pretty busy these days. When he is not pulling chestnuts out of the fire at the aircraft plants he is adjusting and servicing metal detectors, RF generators, and what have you. We only hope his dates don't get mixed up some day and find him with a metal detector when it should be an AVQ-6 or 9.

The Witushynskis have gotten themselves settled and adjusted to the West Coast in short order. They have procured a home in North Hollywood and are becoming old-timers in District #11 activities almost overnight.

Earl Shultz, our affable clerk, has returned from his honeymoon-vacation and he and his bride are pretty well settled in their new home. Best wishes are extended to them both.

New cars seem to be popping out all over the district. Harold Madison has a new DeSoto, Bob Springer has a new Ford, Curt Winn a new Ford, and so on and on. However, Art Jackson says he likes his old car and with just a little painting and overhauling it's as good as anything on the market, but it took him six years to find out he had other gears in it than high.

Speaking of Art, we are most happy to report that his lovely wife has returned to her home from the hospital where she underwent an operation on one of her eyes. Her doctors feel the operation is a success for which every one is most grateful.

Our San Diego twins, Rudy del Castillo and Curt Winn, are kept busy with our Navy activities and they don't get up to see us very often. Incidentally, the Winns have just taken up residence in San Diego and we hope they'll be very happy there.

SAN FRANCISCO

G. Willett

Frank Lutzock, our RPT engineer, really had an interesting vacation. He took a trip in his jeep down through the Mojave Desert. While there, he helped organize a posse to locate two elderly men who had been reported missing by relatives. The men had been searching for a lost gold mine - the Dutch Oven Mine of early fame. After a two day hunt the bodies of the men were recovered. They died from exposure and thirst.

The office is back to normal after being somewhat upset as a result of a recent move within the building. This is the third move in two years and all are hoping it's permanent this time.

Larry Borgeson, television head on the West Coast, was a recent visitor to the San Francisco area.

Bill Cooley, Seattle engineer, at present vacationing in South Dakota is on hand to celebrate his father's 75th birthday.

PHILADELPHIA

M. Jarrell

A welcome arrival at the home of Mr. and Mrs. W. B. Attmore, long-time field engineer in Richmond, Va., is a brand-new son, Gibson Grey Attmore. Congratulations to Nellie and Bill and Good Wishes to G.G.A.

Vacations are scattering engineers to all corners of the country, Charlie Graham was on the West Coast, Harold Lubcker visited Texas, and Ralph Rushworth enjoyed the Atlantic Seaboard. Among those visiting the Yankee vacation-land, New England, have been Len Ewing, Herb Barberie and Myron Wheaton.

In recent weeks eleven Drive-In installations have been completed in the District, in addition to a normal schedule of theatre installations. Supervisor Biben and Bill Attmore have directed much of the Drive-In work.

Supervisor Jack Fanlstich spent a Fourth-of-July Holiday in New York City and Supervisor Biben was at Niagara Falls. Ben saw the falls, this trip.

It was a pleasure to have the special service television group headquarter with us during the national political conventions.

CLEVELAND

T. Whitney

Cleveland can well understand Walt Gilreath's difficulties without a secretary, but does not wish to be outdone in the new secretary department. Thus, Tom Whitney submits the photo below of Miss Emily Arko.



Emily has assumed the duties formerly exercised by Mrs. Meyer who is still on leave of absence due to ill health.

Television Shop Notes

ARLINGTON

A. Fedas

After the avalanche of phone calls during the week of the Republican Convention and the Louis-Walcott fight had subsided, Ken Clark and M. Perkins, service and installation dispatchers, analyzed the reasons for the calls. Fully 90% of the calls originated from owners of sets who were frantically worried about difficulties in viewing the Louis-Walcott fight, in direct contrast with the small number of calls concerning the Convention.

Congratulations and best wishes to Ben Whitter and his bride, who were married on June 3rd.

"Get-well" wishes were in order recently for "Daddy" Jim Cravens, who has just recovered from a serious case of mumps. Happy Dill Pickle, Jim!

During a telecast of a professional baseball game recently, transmission difficulties were encountered and a "stand by, please" notice was flashed on the screen. George Harrington, telephone clerk, immediately received a phone call and was informed by an irate customer, in no uncertain terms, that if the sign were not removed from his screen so that he could view the game, Mr. Harrington would find himself digesting one brand-new 8TS30!

Prexy Ed Cahill recently had an opportunity to test the efficiency of the service truck equipped with the mobile phone hookup. Mr. Cahill was in Washington and decided to try out the system. A call was placed to the shop and relayed to the Mobile Operator who contacted the truck. Bob Peake was driving the truck in Bethesda, Maryland at the time and did an "about-face" to downtown Washington where Mr. Cahill was waiting. Total time from receipt of call at the shop to time of arrival of Bob Peake was about twenty minutes.

A warm welcome to Paul L. Baiwir, who lately joined the Arlington Shop as stock clerk.

A 6 x 8 foot TV picture is currently being viewed by members of the National Press Club of Washington, D. C. A Model TLS 86 television receiver/projection system, using a modified Schmidt optical system, is on demonstration. It caused considerable comment from the members during the week of the Republican Convention and the Big Fight. Results seem very satisfactory, according to the technicians from the shop who installed the set.

BRONXVILLE

H. Hansen

More cigars to the boys in the shop--both Bob Hallenbach and Herb Lyons be-

came proud fathers of boys recently.

Walter Kowal, installation department, was married on June 6th. Atlantic City was the honeymoon town.

We wish John Gallahue, installation department, good luck on his transfer to the Service shop in Cambridge, Mass. which is near his home.

Shop Manager Steve Wlasuk held several company meetings on Tuesday evenings during which he discussed operation of the 630TS and antennas, and bench alignment procedure. All who attended felt that they benefited by the lectures and demonstrations which were very informative.

Now that summer is here, shop personnel are vacation minded. Green sent a card from down Florida way while Chatterton (on his honeymoon) mailed one from New Hampshire.

Don Fraleigh is having a great time with his brand new motorcycle.

Bronxville's latest contribution to the poetry department follows:

One night while we watcha the Dodgers
On our RCA televiz set
The man on first base is Gil Hodges
And da bums haven't scored a run yet.
The next man to bat is Furillo
And da count goes on him two and one
Den da guy on da mound throws a fast one
And Carlos, he hits a home run.
We jump up and down and start yellin
The highballs we starta to mix
Then Tony starts cussin and swearin
You guessed it. We gotta no pix.

CINCINNATI

F. Cole, Jr.

The Cincinnati Shop now boasts of a new location that is much more spacious than the old quarters. The Chief Clerk, Phil Boys has not become used to the added space and wants a partition built up around his desk so that he'll have the "homey" atmosphere of the former location.

Al Rice took the big jump last week, when he brought his bride down from Chicago.

Bill Kuhl still has the traveling bug and hitch-hiked to Denver, Colo, and back on his week's vacation.

Larry Ray should be a proud father very shortly. He plans on calling his off-spring the Kansas City Kid.

Best of luck is wished to Roy Batteau and Ed Strickland at their new shop in Dayton, Ohio.

Charlie Watts has joined the organization since the last bulletin and is happily

located in a new trailer.

Bob Pahren who won the 721-TS in the April Clean-Up Contest has had little personal use out of it, as he has been on temporary transfer to the Dayton Shop. Lonnie Beldon and Roscoe Ward are also in Dayton getting some experience on 45 ft. stacked arrays.

Your correspondent was presented with a 9 lb. son on "T" Day. Announcement was made in local papers under the "Appliance News" thanks to the local distributor.

COLLINGSWOOD

F. Brockerman

Following the circulation of the May issue of the News, Shop Manager Bud Greenholtz was showered with telephone calls and letters. It seems Bud was placed on the honeymoon list, and the many friends he's made in his seven years with RCA were inquiring, for last they'd heard Bud was happy with a wife and two children. Well, the friends are right and the News was in error. Sorry about the mixup.



Bud Greenholtz at right and family left to right are son Bennett, Jr., wife Harriet and daughter Luanna.

Sid Sellwood, who just returned from vacation, is again back on the job of doing alignments. Although Sid is quite competent for such a job, the first day he returned, someone remarked; "Sid looks as though he could undergo some realignment himself". Only kidding Sid.

Bud Greenholtz is a whiz when it comes to finding his way about Philadelphia, (it says here), however, my spies tell me that he recently experienced difficulty in locating an address on Frankford Ave. Reason for his difficulty was because he was on Kensington Ave. Tsh Tsh!

Congratulations are in order for John D. Cook who was recently married to Peggy Kline of Hazleton, Pa.

The big thing the shop personnel will miss when they move to their new location is the lovely atmosphere here in Collingswood and to say the least, the NICE scenery. I guess you can FIGURE that out.

Herb Carr was recently on a service call in Philadelphia. While on the job, the family dog took to Herby like a duck takes to water. Upon completion of his job, the customer having noted the affection shown between Herb and the dog, asked Herb if he liked dogs. "Sure", said Herb. "Well, he's yours then", replied the customer. The dog is a pedigreed Boxer, no less.

Believe it or not, an excelite handle, found on a good many radio tools, does not make a good rest for a hot soldering iron. Ask Ray Smith for the facts on this as he's tried it a number of times. Unintentional, of course.

Mr. & Mrs. Sam Tompkinson are proud parents of a baby girl who was born July 14th. We were all hoping for a boy (shortage of installation men), but maybe the next time, Sam.

Herb Eadline seems to always wind up in homes where the occupants are suffering from measles, mumps, etc. To combat this Mr. Eadline now puffs on a corncob pipe that will kill anything except customers.

MEMPHIS

W. Baker

At this writing the Memphis shop has the distinction of being the only one-man shop in the RCA Service fraternity, so the personnel list reads Bill Baker from manager to office boy. But things are really moving in the "youall" country. Pattern day is Sept. 1st, and programs are due two months later. The people are enthusiastic about TV, and dealers are getting set to play a happy tune on their cash registers. So give this Dixie land a few more months and things will be jumpin'.

NEWARK

E. Steinkraus

With this Issue Ed Steinkraus drops the reins of Chief Clerk and correspondent to take up duties at the shop in Cliffside Park. Ed wants to thank the boys for their fine cooperation, and we wish him well in his new job.

Newark's victory party was finally held on July 1st at the Meadow Brook Country Club with music by Larry Clinton and orchestra. A tip of the hat to Walt Fox for expert planning of an affair which was a real treat to all.

A new service was offered to customers

during the Louis-Walcott fight. Not only were service calls taken by phone, but a curb service program was inaugurated. As customers pulled up in front of the shop they were met by a servicer ready to take notes with pad and pencil.

READING

R. Redpath

Now that Reading is firmly established in a shop on the outskirts of town we can take a minute for a word of greeting to the rest of the service gang. Considering that Reading is definite "fringe" area operations are amazingly good. Just outside the shop is the municipal airport which is full of activity since the Air National Guard,

Air Corps Reserve and Naval Reserve facilities are located here. Oddly enough the aircraft have little effect on received signal.

In order to obtain sufficient signal for service requirements stacked arrays were erected to receive the Philadelphia stations. The best test television got in the area thus far came the night of the Louis-Walcott fight when three 8TS30 receivers were set up to accommodate invited members of various organizations associated with the field. About one hundred televiewers looked on approvingly - many seeing television for the first time.

RIGHT UP OUR ALLEY

