

RCA SERVICE COMPANY

News

February, 1949



Published by and for members of RCA Service Co., Inc.
A Radio Corporation of America Subsidiary

District Managers Meet For Camden Discussion Of '49 EP Service Sales

Adolph Goodman, District Sales Manager, called all District Managers to the Home Office for a four-day conference this month to discuss '49 engineering products service sales.

President Ed Cahill welcomed the group and was followed by addresses from Vice Presidents W. L. Jones, Dan Creato and Shine Milling. Adolph Goodman then introduced division managers and supervisors who outlined their individual service programs. Fred Wentker outlined the '49 advertising and promotion program which is under way. Carl Johnson and his theatre supervisors discussed Theatre Service, W. W. Jones and his assistants carried the discussion on Industrial Service, while Paul Melroy and Harold Markley spoke on Government and Communications Service respectively. Several Managers of RCA Victor's Engineering Products Division attended the meetings, and their cooperation was greatly appreciated.

READERS' NOTE

For the past few months the News has been circulated on a revised mailing list. However, it is our understanding that some of our Service Company members have not been receiving copies at their home addresses. A note to the editor will put you on our list.

New Plan for RCA Theatre Sales

BIM SPECIALISTS TAKE SUGGESTION SPOTLIGHT

Two Beverage Inspection Machine Service Specialists take the spotlight this month for suggestion awards on improved equipment design ideas. We refer to Charlie Connaught of Chicago and Henry Geers in Atlanta.

Charlie netted \$10 for his design of a new type cam follower block for BIM, and Henry worked out a modification of the in-feed starwheel to assist in removal for cleaning this equipment. That was worth a \$3 award.

Industrial Service Head W. W. Jones and Ken Hollister, BIM Service Manager, in commenting agreed that, "field engineers who come up with worthwhile ideas are performing valuable service. May their tribe increase."

Be sure to see the next issue of the NEWS, when Suggestion Supervisor Joe Bass expects to have a number of winners on hand.

In the meantime get your own suggestions into his office at Building 6-2. You may win up to \$500.00.

Service Field Force Gets New Benefits in Sale Of Theatre Gear

RCA Theatre Service Field Engineers are now receiving new benefits under the current RCA Theatre Equipment Sales Plan each time they actively assist in the sale of theatre equipment.

Carl Johnson, Theatre Service Manager, says, "This is a fine opportunity for us to demonstrate a highly reciprocal spirit of cooperation to express our appreciation for the real assistance always so freely given us by Sales." In lending real support to the sale, a field engineer benefits himself and contributes to the general good. His contribution is vital to getting more and better RCA theatre equipment in a lot of theatres.

Now is a good time to call to mind exhibitors who have a real need for new Sound Systems, Projectors, Arc Lamps, Drive-In Speakers and Junction Boxes, Bases, etc. Do not overlook the openings of new theatres, particularly Drive-Ins in northern climes. By checking prices with your RCA salesman or dealer you'll find you can make excellent offers to the exhibitor.

Perhaps you've talked with a number of exhibitors in the past about the purchase of new equipment. Did he buy? If not, you should take the present opportunity to capitalize on your position . . . bring him to the point of purchase.

It is suggested that you send memos on your sales assistances to your District Manager. Further particulars and sales helps can be obtained from your salesman or dealer.

THE WINNERS!



W. L. Jones, left, congratulates Art Jackson, Los Angeles District Manager, on winning the '48 service sales drive as Adolph Goodman, right, and runnerup George Sandore of Atlanta look on.

What Have We Here?

Frank Atlee of RPT customer complaints couldn't suppress a smile when he received a company printed postcard, with blanks filled in, requesting "The Victor Radio Log." Reason:---The customer had held the card eleven years before mailing.

RCA SERVICE COMPANY NEWS

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Editor
JOSH BILLINGS, JR.

Vol. 6, No. 2

February, 1949

● RCA Servicemen Nab Fake TV Agent

Bill Benjamin of the NYC District TV Office was crowned a hero when he and other 24th Street personnel recently caught one J. G. Connors, who has been posing as an RCA Service Engineer.

The story of the several hours of excitement leading to the capture runs like a dime detective novel. But corny or not Bill got his man.

Connors has caused Bill Hardman, Conrad Odden, police, detectives and the FBI a lot of trouble for the past 6 or 7 years. He posed as an RCA Service Engineer, and took sets for repair, sold sets, parts or conversions on a down payment and then disappeared. Occasionally he assumed the stature of a Lt. Commander---which interested the FBI.

Congratulations are due to all who took part in the capture.

● Government Service Gets New Navy Contract

Paul Melroy, Division Manager of Government Service, announced the recent signing of a contract with the U. S. Navy for shipborne electronics field service work. Activities will cover radar, sonar and communications.

With the signing of this contract the Service Company resumed the subject work after a period of inactivity dating back to July 1947. In the immediate future nine field engineers will be sent to an equal number of major Naval Shipyards in the U. S., and one man will take up duties at Pearl Harbor. It is quite possible that the number of engineers at these locations will be increased, and additional bases in the Pacific and Carribean will be added for service.

(Continued on Page 3)

● Cooperative Effort Brings Sales Success

Harlan Troth, equipment salesman for Beverage Inspection Machines, was so pleased with the cooperation that he's been getting from RCA Service Engineers that he decided the home office should know about it.

In writing an order for eight machines to be installed at the Coca-Cola Bottling plant in New Orleans he notes, "You realize that without the good work of the RCA Service Company we would not have received an order for the eight machines for their new plant. Dane Waltz of the Service Company was with me when I picked up the order for five additional machines, and in my opinion should be credited with an assist in securing the order."

This is the kind of work that's good news for everyone. Keep up that cooperative spirit!

● Comings and Goings

Adolph Goodman, District Sales Manager, recently returned from a two-week tour through the South and Southeast in the company of Ed Auger, retired long-time EP salesman now on a special assignment for RCA Theatre Service.

W. J. Zaun, Manager of TV Operations Division helped Miami prepare for TV in a speech there last month. The meeting was attended by some 600 dealers, salesmen, broadcasters and civic and business leaders.

(Continued on Page 3)

● Customers Demand RCA On TV Installation

Dealer Tells Story

Several months ago the Service Company placed its installation and service contracts on an optional basis with purchasers of RCA Victor Television. At that time there was some speculation on the effect of this change in policy.

The continued high percentage of renewals has indicated that the change in policy has not changed the customers' satisfaction with RCA service. Recently a local RCA Dealer who had formed and used his own installation and service group wrote to the distributor to cite a change in policy. It seems that his customers were best satisfied with RCA service, and he found he could derive the most profit by selling RCA service with every RCA receiver.

His interesting letter follows:

"This will confirm the writer's telephone communication of last week pertaining to the installation of RCA television receivers.

"Our reason for this cancellation is that after we made several installations, the customers upon finding this out, raised Cain with us, and we had to pull down our own installations and issue orders to your own RCA Service Department. When we attempt to sell a set and advise the customer that we will do the installation, they refuse to make any purchase.

"Therefore, we have no alternative but to discontinue installation of RCA telesets and request that we continue as heretofore. With warmest personal regards from the writer, we remain."

● A Key to '49 Theatre Service Sales

The testimonial advertising campaign of the Theatre Service proved to be so acceptable that it is being continued through 1949.

Once again the results depend largely on the cooperation of the Districts, and in this each field engineer has a responsibility. He can keep his eyes open to securing testimonials from the exhibitors whose theatres he services, and help himself to more business, for the testimonials he secures appear in seven national trade publications which are read by most exhibitors. These advertisements promote the name of RCA Theatre Service, condition the field for future sales and please the present customer by boosting him.

By using the new booklet "Here's Con-

vincing Proof" the approach to the exhibitor is simple. Show him the testimonials of his friends, perhaps well known in the industry, who openly praise RCA SERVICE; and he will not want to be left out. You can suggest what he may say, write it down, and get his signature.

To date most districts are lending fine support. Keep up the good work. Returns are as follows:

Atlanta	4
Boston	1
Cleveland	1
Dallas	1
Kansas City	2
New York	3
Philadelphia	1
Pittsburgh	1
San Francisco	1

FIELD ENGINEERS SIGN INDEPENDENTS DAILY TO RCA SERVICE PLAN

New Sound Service Agreements are being signed daily by RCA Theatre Service Engineers. Most recent signings are listed below:

Atlanta:	
Palace	Bowden, Ga.
Boston:	
Casino	Narragansett, R. I.
Chicago:	
City	Chicago, Ill.
Garden	Chicago, Ill.
Rosewood	Chicago, Ill.
Movie	St. Louis, Mo.
La Farge	La Farge, Wisc.
Strand	Mt. Horeb, Wisc.
Rialto	Nekoosa, Wisc.
Salem	West Salem, Wisc.
Cleveland:	
Eclair	Cleveland, Ohio
Grove	Lorain, Ohio
Music Hall	Newport, Ky.
Moreland	Cleveland, Ohio
Avondale	Columbus, Ohio
Champion	Columbus, Ohio
Indianola	Columbus, Ohio
Ritz	Columbus, Ohio
Rivoli	Columbus, Ohio
World	Columbus, Ohio
New Arcade	Newark, Ohio
Folly	Erie, Pa.
Dallas:	
Dalton	Baton Rouge, La.
Rex	Baton Rouge, La.
Rebstock	Golden Meadow, La.

Delta
Ideal
Harlem
Lincoln
Lee Hong

New Orleans, La.
Pontchatula, La.
Greenville, Miss.
Greenville, Miss.
Louise, Miss.

Kansas City:

Town
Uptown
West
Majestic
Gauntier
Chief
Simla
La Belle
Roxy
Strand
El Rio

Cedar Rapids, Iowa
Sioux City, Iowa
Sioux City, Iowa
Phillipsburg, Kans.
Kansas City, Kans.
Oberlin, Kans.
Simla, Colo.
Troy, Kans.
Wichita, Kans.
Kansas City, Mo.
Espanola, N. Mex.

Philadelphia:

Carman
Pearl
Villa
Arcadia
State

Philadelphia, Pa.
Philadelphia, Pa.
Philadelphia, Pa.
Slatington, Pa.
Harrisonburg, Va.

Pittsburgh:

Heinz Auditorium
Maryland
Main
Strand
Gem
Orpheum
Milburn

Pittsburgh, Pa.
Blawnox, Pa.
Sharpsburg, Pa.
Sharpsburg, Pa.
Derry, Pa.
McKees Rocks, Pa.
Milburn, W. Va.

COMINGS AND GOINGS

(Continued from Page 2)

Merrill Gander of TV Field Engineering journeyed to Washington on February 14 to address a meeting of the International Association of Electrical Inspectors. His speech concerned TV broadcast and receiver problems and was accompanied by visual illustration material.

Three Circuits Renew and Up Theatre Service Contracts

Three of the many Theatre Circuits well satisfied with the work of RCA theatre field engineers renewed service and increased their contracts with the Service Company. On service for a number of years, these latest signers involved 135 theatres in Florida, Texas and Wisconsin.

Hard-hitting District Manager George Sandore of Atlanta dropped in on Fred A. Kent, Vice President of Florida State Theatres, at his Jacksonville office, and negotiated a contract to cover 95 locations with sound and parts plan service.

One of the largest agreements to date for service to drive-in theatres came to RCA Service via Walt Gilreath, Dallas District Manager. The deal covered 16 locations of the Underwood and Ezell Theatre Group in Texas with scheduled and emergency service.

Up North in Chicago, District Manager Harry Mayer has no intention of being frozen out by a hard winter. He recently met with L. F. Gran of Standard Theatres Management Corp. of Milwaukee, and signed the circuits 24 theatres for sound and projection parts plan service.

GOVERNMENT SERVICE GETS NEW NAVY CONTRACT (Continued from Page 2)

This sudden turn of events will necessitate a number of new appointments. Every effort will be made to reallocate present RCA engineers, but it is apparent that some new men will have to be added.

District Managers in Camden for Sales Talks



Following his speech at the meeting of District Managers and Home Office personnel, Vice President W. L. Jones stands by for the photo above with the group, who are from left around the table: Jim Cummings, Les Hart, Harold Markley, Bill Hardman, Ed Stanko, Myron Wheaton, Tom Whitney, Walt Gilreath, W. L. Jones, Adolph Goodman, George Sandore, Harry Mayer, Paul Connet, Art Jackson, "Stub" Schultz, W. W. Jones, Carl Johnson and "Barney" Bachin. At rear left John Mauran is hiding behind Harold Markley, next to Fred Wentker.

Service Tips for Theatre Engineers

Edited by ED STANKO
Technical Section
Theatre Service

Photocell Testing

A quick way to determine the highest output cell by using the 165-A VoltOhmyst is as follows:

Set VoltOhmyst resistor scale to Rx10,000; place photocell in a fixed position and use a fixed light source. (Flashlight or an AC light.) Connect the VoltOhmyst test leads to anode and cathode of cell (polarize).

Under above conditions the lower resistance cell will give greatest output when installed in a soundhead. I tested 7 RCA 868 cells in this manner. The highest cell resistance was 1.2 M/ohms. Lowest cell read 4.5 M/ohms. All intermediate cells varied between these values except one. This tube was ionized and is the exception.

R. H. Bisbee

Modification to Eliminate W.E. 702 Type Fader

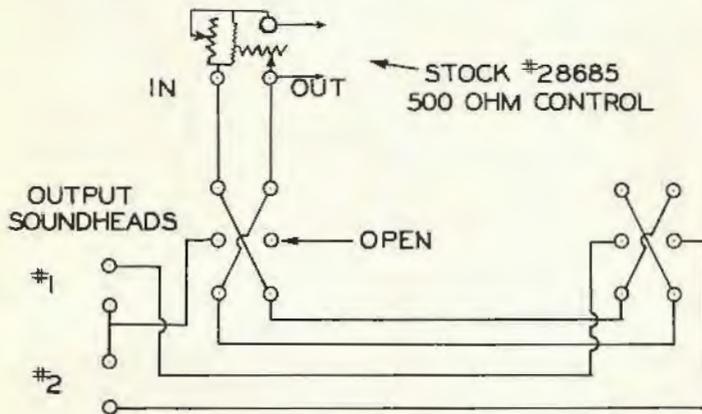


FIG. 1.

I have replaced several old W.E. 702 type faders with a stock #28685 500 ohm volume control, and two double pole double throw toggle switches. Wiring hookup for this conversion is shown in Figure 1.

H. M. Morrow

Prolonging Life of Soundhead Starting Switches

On MI-1040/50, MI-9030/50 soundheads, the life of the motor starting switches can be prolonged by connecting a 130 mfd. capacitor (Mallory P-13010, or equivalent) in series with the motor starting winding. The addition of this capacitor also reduces the motor starting current and improves the starting torque. Extreme care should be taken to connect the capacitor in series with the starting winding and not in the running winding circuit. If the capacitor is connected in the running winding circuit, the motor will run in the opposite direction.

H. W. Winkelman

Replacing Capacitors in MI-9257 Amplifiers

It is not necessary to remove the upper channel from the cabinet in replacing the filter capacitors C-16 and C-17. If the small rod which connects the volume control with the handwheel is removed, the screws holding the amplifier in the rack can be removed, and the amplifier carefully lowered straight down until it rests on top of the lower channel; there is room at the top to reach behind the panel and replace either capacitor.

P. E. Woodman

Checking Load on Fan Motors

Theatre personnel have often made up composite type fans and cooling systems using fans coupled to motors through a pulley drive. In many cases they do not know just how fast they can run the fan without overloading the system or motor. Where the equipment is designed properly, natural drafts either aiding or dragging on the motor makes it impossible to get the most out of the motor.

The load can be checked with either a watt meter or an ammeter in series with the motor, but usually these are not readily available at the theatre.

I have found that a satisfactory way to determine the proper load on the motor is to use a revolution counter. When the motor is running at the same speed as noted on the name plate it is fully loaded. Say a motor is rated at 1725 rpm, this motor when idle will run near 1800 rpm, so if found running 1750 rpm it is underloaded. To place more load on the motor, the motor pulley can be enlarged, making the fan run faster, giving more air output. An overloaded motor will run below the rated speed and often will get too hot or burn up. It is usually best to make the motor run slightly faster than noted on the name plate to take care of variations in the natural draft. I have found in several cases that the air output can be doubled without overloading the motor. This method of checking the load on a motor can also be used for other motors.

C. H. Atchisson

Replacing Drive-In Speakers

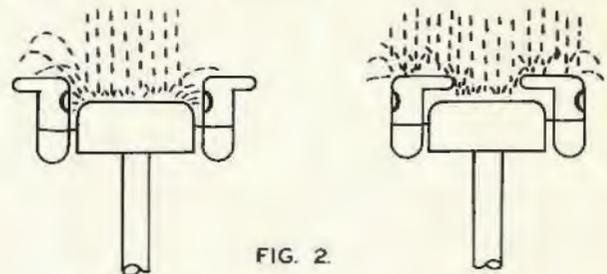


FIG. 2.

INCORRECT
RAIN BOUNCES OFF INTO INTERIOR OF SPEAKERS.

CORRECT
RAIN CANNOT BOUNCE OFF INTO FRONT OF SPEAKERS.

Have been instructing personnel at Drive-In theatres to see that all In-Car speakers are replaced as shown in Figure 2. If the speakers are replaced with the cones toward the junction box, rain has a tendency to bounce off the box onto the speaker cone. If replaced correctly, the rain will not enter the interior of the housing.

O. L. Coulter

BROADCASTERS OK RCA FOR SERVICE ON TFP

When RCA Field Service Engineers Pete Dailey and Ray Norton paid a call on station WFIL-TV, Philadelphia, to check RCA TV Film Projector units, your reporter went along to get some photos and comments of station personnel.

It was gratifying to note that WFIL-TV personnel are pleased with RCA service on this equipment. Supervising Engineer Joseph Anlage gave his reasons for liking RCA service. He says, "We are running a live-wire business where every little thing

Phila. Tops All Districts In '48 Complaint Handling

When the final quarter district standings on '48 complaint handling were posted by Frank Atlee of the RPT Section, it was evident that Philadelphia held an 8 point lead on year end standings.

However, the national picture showing 74.5 average was not so bright as the 81.8 score for 1947. A number of factors were must go off right. One little trouble and the whole operation can be bad. RCA Service Engineers know the equipment and check to prevent trouble before it arrives."

responsible, and should be noted. In the first place the job was bigger, with 50% more complaints made in '48 than in the previous year. This resulted from increased sales and the fact that new models put on sale in late 1947 brought complaints in '48. Also, some delays were experienced when certain material shortages were present.

The ground gained by the record service of the third quarter was lost in the fourth quarter slump, and the decline may be attributed to some extent to the absence of RPT specialists from the field during the November meetings at the Home Office on TV service. (Continued on Page 6)



Ray Norton, Service Engineer of Philadelphia district, checks an RCA TV Film Projector at WFIL-TV, Philadelphia.



WFIL-TV Station Engineer checks pictures projected with RCA TV Film Projector units on Monitor after final tuneup. Pete Dailey, RCA TFP Specialist looks on approvingly.



Left to right: Robert Alexander, WFIL-TV Projectionist; Joseph Anlage, Supervising Engineer at WFIL-TV; Pete Dailey, RCA Service TFP Specialist; and Ray Norton, RCA Service Engineer. Alexander poses a question as the others listen intently.



Joseph Anlage (center), Supervising Engineer at WFIL-TV, tells RCA Service TFP Specialist Pete Dailey (left) and Ray Norton, Service Engineer of Philadelphia district, how pleased he is with RCA service on TV Film Projection equipment.

'48 Complaint Handling

(Continued from Page 5)

Continued cooperation of distributors and dealers is important for success in customer complaint handling, and with it the '49 average should go up.

Fourth quarter and final standings for '48 follow:

	4th Quarter	Final
Philadelphia	83.	87.5
Cleveland	61.5	79.5
Los Angeles	82.	77.5
New York	68.5	
Tie: San Francisco	75.5	77.
Boston	54.5	75.
Chicago	54.	74.
Dallas	51.5	71.5
Atlanta	59.	70.5
Kansas City	56.5	68.
Pittsburgh	54.	62.
National	68.75	74.5

Photo at right shows technicians of the latest advanced Training Class who had a ten day meeting at the home office. Included from left are:

- 1st Row - D. H. Stover, R. K. Munsicker, J. Decibus, C. D. Green, G. G. Rose, A. M. Brown, J. Jurek, J. F. Campen, R. J. Gleason, W. D. Daly.
- 2nd Row - T. J. Coleman, J. E. Roback, C. T. Heitschel, W. Mottl, P. L. Zimmerman, W. C. Hampton, W. C. Shaw, D. J. Willyard, H. M. Dubner, A. F. Droske, R. C. Scully.
- 3rd Row - M. H. Brisbin, J. A. Crampton, J. Condon, J. D. O'Donnell, E. F. Pedersen, H. O. Strand, J. Cox, J. G. Smith.

TV Training Classes



Photo above shows graduates of a recent advanced training class. Included from left are:
 1st Row - R. C. Scully, B. H. Douglas, R. W. Curless, A. F. Radolec, R. J. Butler, R. K. Munsicker, K. E. Knutsan, L. F. Shepard, J. J. Wohleb, F. W. Wentker.
 2nd Row - R. F. Grier, J. B. Anderson, R. A. Arnesen, T. Crapsier, E. W. Stamp, R. C. Peake, E. B. McCaffrey, R. L. Maier.
 3rd Row - W. M. Slenker, W. P. Hess, A. B. Gage, J. Lerstang, A. M. Johansen, A. S. Edwards, W. A. Breveton, W. T. Exline, J. J. Ewert.



Latest in Customer Complaints

With Valentine's Day around the corner one customer who was experiencing difficulties with her RCA Radio-phono combination decided a bit of rhyme was in order. She wrote as follows:

'Tis sad to say
 I'm such an unhappy lady today.
 You are the cause of all my woe---
 It happened (next month) a year ago.
 To my RCA dealer so gaily went I
 An RCA radio-phono to buy.
 I had always believed that of all the rest
 The RCA Victor was really the best
 I had visions of hours and hours without measure
 With Victor phono- and records to add to my pleasure
 But alas and alack soon it started---the trouble---
 Both the radio and phono---my burden was double.
 The phono had noises that really were audible,
 Causing numerous sounds that were not much applaudable.
 The radio---ah, that starts the teardrops a-glistening---
 When I'd settle down for an evening of listening.
 To my favorite show on my favorite station---
 The darned thing would jump out of calibration,
 And I'd have to leap up and re-dial it and then
 The whole thing would start all over again.
 I took it back for my dealer to repair,
 But now I'm really filled with despair.

I hate to make such a shameful admission,
 But the radio-phono's still out of commission.
 Now I never, never excessively play it
 And though I don't really like to say it---
 I'm very disappointed in a name
 That has achieved such world-wide fame.
 And so I have just one request---
 What would you gentlemen try to suggest
 I do to make each radio note
 A credit to the "GOLDEN THROAT?"

This epistle was received by Frank Atlee of RPT Service who was tempted to reply in like manner with . . .

This will acknowledge your recent note,
 We're sorry to hear that the Golden Throat
 Is not performing as advertised.
 At this we are indeed surprised.

In order to give you proper aid
 With your RCA set (it's really well made)
 We are asking our local wholesale source
 To write you or phone you as to the best course.

I'm sure Mr. Knodle, their head service man
 Will gladly assist you the best that he can.
 You'll hear from him soon, of that I'm quite sure,
 With the proper advice for your Golden Throat's cure.

Camden and District Office News

HOME OFF. M. Jans, T. Leggoe A. Penny, M. Dengler

Welcome to all the newcomers. We seem to have several this month. Included are R. J. England and Norman Ressler (Publications); Bob Rosenwald, Dorothy Hand and Frank Brockerman (Renewal Sales); Betty Datz and Jim Mulhern (under L. R. Yoh); Caryl Memler (secretary to Carl Welsher); Thelma Mazoll (under A. Spaeth); Richard Bethel, Norma Loscalzo and David Meyers (all in E. F. Gerry's Group); Bob Gunther and Kathleen Rice (under F. W. Smalts); Vince Prybyson (Facilities Group-under George Fish) and Ann Mazzarelli (in Material Controls under J. J. Barrett).

Congratulations to Andy Conrad on the birth of a son. Little "Andy" arrived 2-9 and weighed 7 lbs.

'Tis said that Tom Flythe and Bill Zaun went on a fishing trip recently in Miami. Luck was with them---they brought their catch back to the hotel and had the chef prepare it.

Correction please! to Tony Morrone, who said "we have a Brown, but no Black," in the December issue. We have a very nice Black---Mrs. Grace Black---who works with P. C. McGaughey's Group!

New faces in the Personnel Division include: June Moreland and Howard Hayes, Tom Platt (transferred from TV Administration) and Mrs. Betty McAllister (transferred from Victor Division), who is now secretary for J. Lippencott.

Good wishes to Bob Hunsicker and Ruth Owens. They became engaged on Xmas Day.

Accounting has lots of new employees whom we wish to welcome. Among them are: Sigmund Shotz, Robert Biehler, Norman Theckston, Barbara Richardson, Joann Campanella, Morris S. Pachter, Aida Cheeseman, Beatrice Poole, Courm Drumm, Violet Pestritto, Nancy Bender, Sam Saia.

Payroll also wishes to greet its new members---Harry Best, Joe Sullivan and Rita Pappastergiou.

Office Service welcomes Tom Glann, Gail Ferris, John Busch, and Lois Fletcher.

William C. Cox is working in Budgets, and Janet Mulligan is newest member in Forms Control.

Robert Cheeseman transferred from Office Service to the Accounting Department.

We were sorry to lose three of our members recently---they are: Georgia Zaimis, who left us to live in North Jersey, Dorothy Platt and Marie Lombardi.

The price one pays for being faithful to one's product sometimes comes high. While watching a TV broadcast a few weeks ago Vice President "Shine" Milling was interrupted by a telephone call from the radio give-away show "Stop The Music." Instead of the grand prize of four carloads of oranges, a year's supply of caviar, three trips around the world in a jet plane, etc., he received four blankets. Gee Whiz!

NEW YORK W. Hardman

Jack Pernice of the New York District Office picked up the phone the other day to hear a terrified female voice screaming, "Stop them! Stop them! They are going to kill the lady!" Jack remained unruffled and asked politely if the party didn't want television service. "Yes! Yes!" came the reply, "On the television they are going to kill the lady! Stop them!" Jack said, "Call CBS," and with that the lady was satisfied.

Television Branch Notes

BUFFALO D. Schifferle

Due to the Western and Eastern Network hookup in Buffalo, we have been pretty busy these days. This warranted an addition to our office staff. Yep, it's a girl! The first beauty to go on the payroll for the Buffalo branch. We wish to extend a hearty welcome to Mrs. Lois Steinbrenner.

Our bowling team has slipped to third place. What's da matter, boys? A little bad luck hit our Captain of the bowling team, Cliff Knaier. On January 25 he hit a high game of "78." Wha happened, Cliff?

The stork visited Mr. and Mrs. Don Rice on January 31 and blessed the happy couple with a bouncing baby boy. Congratulations and thanks for the see-gars, Don.

CAMBRIDGE W. Murray

Lawrence Ring of the Installation Department was married on December 24. Congratulations and loads of luck!

We want to extend greetings to Manager Bill Dwyer and the other personnel of the recently opened Andover branch. We're beginning to feel like a mother hen with her brood of chicks.

Paul Gorman is the most recent addition to our office force. Welcome to the fold, Paul!

CLEVELAND D. Rochlus

We think Jim Armstrong needs a vacation. He claims he met a talking dog while out on service last week. No foolin!

Two of the boys in our Akron branch were burning rubbish behind the shop when a few sparks ignited the landlord's doghouse. Poor Fido was terrified inside, and refused to budge. Consequently he was quite suffocated by the time the fire was extinguished. Now there's need for two new doghouses---one for the new dog and one for the Akron boys.

It isn't the foul weather that's keeping our service men indoors these days. It's the addition of a pretty new phone clerk---Gloria Hansen. Welcome to the fold, Gloria.

Many thanks to Bob Goes and Mario DeCapite for their efforts in making the party (January 22) such a success. We're all in favor of another one very soon.

GLEN ROCK H. Forscutt

John Vanderhorn, Frank Corbo and Ann Burby all became members of the "Ball and Chain department" recently. Vandy

N. Y. BRANCHES MAKE BASKETBALL DEBUT

Men from Bayridge, Brooklyn, Jackson Heights and Sheepshead Bay TV branches have combined their talents to form a basketball team. The court at Brooklyn Technical High School has been rented for evening practice and games, and a nominal fee which the boys chipped in covers use of lockers, equipment and swimming pool as well.

The team's debut was spoiled to some extent by their loss 34-31 to the Chartered Bank of India. However, they showed a fighting spirit which they turned into an 86-71 win over the Ramblers at their second game.

Bob Radigan of Bayridge Branch led the team's scoring with 16 points, and the others were nearly up with him.

All men from the four branches are urged to join the team. If you can't play, support the boys at their games.

is an installation man; Corbo, a former captain in the paratroopers, is a service man and Ann is supervisor of our phone girls.

(Continued on Page 8)

GLEN ROCK (Continued from Page 7)

I & S Supervisor Dick Helhoski is back after a short visit to Fords and Oakhurst. He recently moved into his new house.

Our bowling team had a hectic nip and tuck race with the Fords branch but finally lost out and had to be satisfied with second place in the inter-branch circuit. Orchids, nevertheless, should go to the "Rockers" for their fine performances on the boards all season.

It is hoped that we will have a softball team during the coming season and plans are being made for the organization of such a group. Ray Fusco is in charge of things. Plans are also underway for a Spring Dance.

Our bunch continues to make non-standard installations in a big way. Covering the hinterlands of Jersey, our "stacked specialists" continue to find new antenna combinations and short-cuts as they do their best to stretch the video-range to its utmost. Art Schumacher and Fred Scripture are currently getting most of the "tough" assignments.

NEWARK A. Padner

If she's the blonde, sweet, silent type, then BEWARE! You just never know "what's gonna be." Eleanor Anderson, phone girl for the Newark branch, eloped on January 8 to become Mrs. Scilera. Our best to you and Lou, Eleanor.

Weddings and babies have really kept our Sunshine Club busy recently. Yes sir, wedding gifts (radios) went to Bob Adams and Eleanor Anderson, and baby gifts to papas Ruzicka, Garrabrandt and Gruzkos. The new arrivals are boys - ALL boys!

It's a strong wind that will blow down a 40 ft. ladder from the side of a house. We're glad that you came out okay, Smiley.

LYNWOOD D. Carvalho

In Utopia, it rains "cats and dogs" but in Lynwood, bowling interest reigns. Our office staff "walked away" with the first battle involving the Hollywood Celebrities (branch). Since employee activities result in closer working relationship and better working harmony, our shop manager E. Edison should be congratulated for promoting the idea which had previously been abandoned.

OAKHURST W. Moran

Mr. Bowers, our manager, is very sure that we are well on our way to success. We take this opportunity to tell him that everyone here is backing him all the way.

Everyone is working as hard as possible to have this branch come up to the standards which have been laid down for us. Most of the personnel have been transferred from Fords branch. New employees include stock man Bill Taggart who hails from Asbury Park, and Mrs. Annabelle Harvey, our combination phone-typist, who is a native of Oakhurst. Bill is doing a fine job keeping the records in the stock room in good form. So far things haven't been too bad but he is looking forward to the first truck load---it should be a big one. Then we'll find out just how good he really is. Here's wishing him lots of luck.

Our I/S man is John Benyei (Ben-gay). John is doing quite a job. Things have been pretty quiet, but wait until the summer people start coming down here. Then we'll see if John is still Gay---which is what one of our worthy dealers thinks his name is.

Tips to TV Teams Set Service Safety

TV Twerpmire (see below) has run into trouble by applying too much pressure on the ground strap screw of the lightning arrester he's fastening to a copper water pipe. In the case of "Twerp" a little less brawn and a little more brain would be helpful.

Proper installation of lightning arrestors is essential not only for safety but also for good reception. They should be placed inside the home as near as possible to point of entry of the transmission line. Underwriters regulations require this since mountings on antenna or mast offer little protection. Also, most lightning arrestors are not weatherproof, and severe loss of signal will result from moisture.

For best results install arrester with care on a COLD water pipe or run a short heavy ground wire to a nearby cold water pipe. The customer won't think kindly of your service if his house blows up from lightning returning to ground across a leaky joint in the gas pipe.

Remember that the RCA arrester does not require cutting of line, and therefore has less signal loss for weak areas. To keep signal loss at a minimum on types with exposed terminals, split line down center 1 1/2 times as far as the distance between the terminals to form a V to and from the arrester. Do not tape line back on itself, but keep lines to and from arrester separated.

The hazard of fire from a short duration spark is eliminated by mounting arrester at a safe distance from inflammable material such as paper, cloth of thin wood strips.

