



# SERVICE



NOW EQUIPPED WITH  
RCA WEATHER RADAR

OCTOBER, 1955

RCA SERVICE COMPANY, Inc.



# SERVICE

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## A NOSE

Just three years ago this month, an experimental C-band weather mapping radar unit was built for United Air Lines under a contract negotiated with RCA.

Eight months later the experimental unit was installed in a DC-3 Cargoliner named "Sir Echo." Tests began at United's Denver Operating Base and continued through September, 1953.

Forty technical and operational flights were completed, totaling 133 hours of flying, with 80 hours in the immediate vicinity of or amid thunderstorms. The test crew reported that "C-band radar is a very useful device for safer and smoother navigation of thunderstorm and precipitation areas. It will permit pilots to avoid moderate and heavier turbulence associated with such areas, usually by detours of five miles or less from the planned flight path."

The evaluation of data acquired by this extensive experimentation, coupled with RCA's long standing experience with airborne military radars, resulted in the development and production of AVQ-10, currently underway at RCA's Los Angeles plant.

Engaged in the AVQ-10 project are Service Company Government Service Department radar specialists: Hank Neu, attached to Engineering Products Division as a Factory Representative in San Francisco; Sam Thompson, who conducted primary training of United's instructor personnel in Los Angeles; Marshall Johnson and Julius Katz, both L. A. representatives; Jack Thomas, currently serving in the Miami area for AVQ-10 work with Pan American Airlines; Bill Palmer and Ed Lynch, serving in New York, and Gus Tone, who just completed his AVQ-10 assignment on the West Coast.

The Service Company's personnel were largely engaged in the primary training phase of the \$4 million program for United. And training still looms large on the pilots' horizons.

### The

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### The

### Cover



Mainliner O'Connor, Convair 340 executive plane of United Air Lines, is 1st of United's fleet to be equipped with RCA C-band radar. Service Co. AVQ10 (weather radar) specialists are engaged in project. Note plane's "radome" new nose.



L. E. Sebald, of United Airlines, demonstrates antenna of C-band radar installed on plane. Craft's nose has been extended 28½ inches to house antenna & gear mechanism in Convair 340's radome (United Airlines Photo)

## FOR WEATHER

The largest radar training program ever undertaken in commercial aviation began this month when United started instructing the first of 1,785 pilots in the use of the weather radar.

Each pilot will receive a home study lesson in radar fundamentals and thunderstorm formations. This will be followed by eight hours of classroom instruction for groups of 25 at seven cities where United pilots are based.

The classroom work will include correct interpretation of radar scope presentations. A 40-minute sound-and-color film will show C-band detection of navigable corridors, storm intensities, hail shafts and other weather phenomena.

Pilot instruction represents the final phase of United's radar program—the most extensive in the air transport industry.

What do the pilots think of the electronic marvel?

Captain George W. Henderson, who flew "Sir Echo" during the evaluation program, had no previous radar experience. His reaction follows:

"When the project began, I found myself carrying on a type of contest with the device. It would be natural for a pilot to use his past weather experience as a criterion, but I can now frankly say that my experience with airborne radar has convinced me that nine times out of ten the weather picture as presented by the scope will be the more correct situation.

"I am thoroughly convinced that after the pilot has been shown how a squall line can be observed over 125 miles away and its general structure plotted with accuracy so that a plan of flight can be instituted with little loss of time compared to the loss usually incurred by extensive detours or cautious penetrations, he will become a disciple of C-band radar equipment."

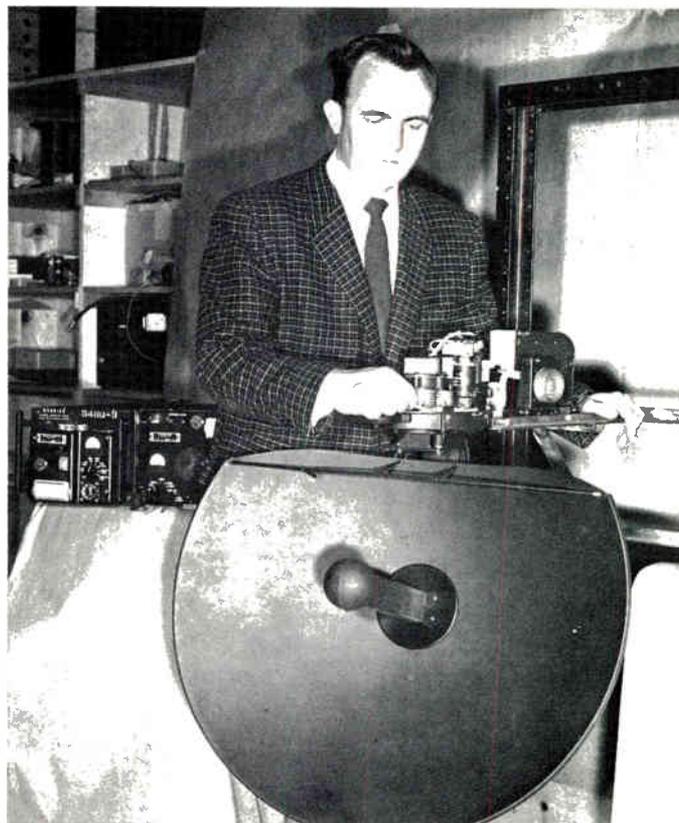
Pilot's eye-view of the RCA radar weather unit looks like this when it's in operation



Note the major thunderstorm, 11 o'clock, appearing over the hilly countryside

So, at long last, it is possible to do something about the weather. And Service Company's experts figured in that answer . . . the answer to a pilot's prayer. For now—

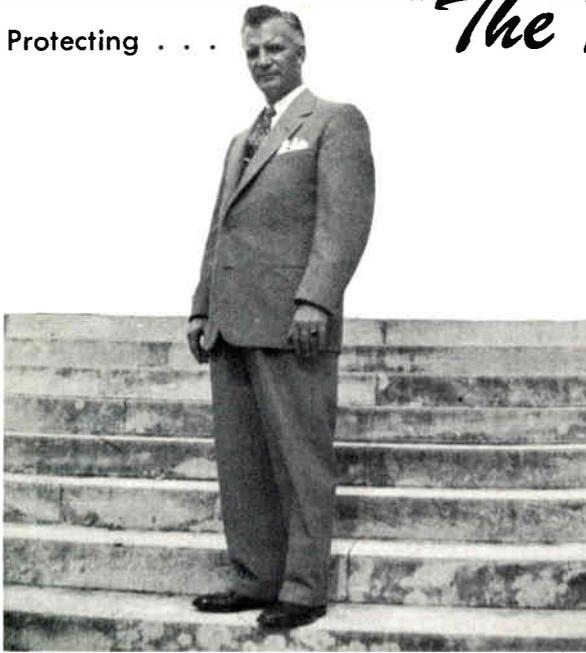
- (1) Pilots can detour a storm area after having scanned it on the scope.
- (2) Pilots can choose corridors of the mildest activity or turbulence.
- (3) Pilots can scan airport areas for best paths.
- (4) Pilots can establish their positions relative to high terrain or easily distinguishable ground.
- (5) Pilots can give valuable information to other aircraft not equipped with radar.



United Engineer R. E. Johnson checks wiring in drive-box of RCA weather-mapping radar unit (cover removed)

Protecting . . .

# "The Pause That Refreshes"



Dallas, Texas, BIM Engineer Russ Williams

Russ Williams, Technical Products engineer, is an anchorman on the RCA team. You see, Russ services RCA Service Company customers who own Beverage Inspection Machines—the electronic marvel that's been protecting the bottled soft drinks we all consume almost daily. And those machines are made and assembled in RCA's Camden, New Jersey, plant. So, in maintaining the traditional RCA ties with customers to insure advantageous and proper maintenance . . . Russ is the last but regular contact soft drink manufacturers know.

Almost 15 years ago, the Coca-Cola Company and RCA teamed up to bring out the automatic device that combines electronics, optics and mechanical elements for vastly superior inspection of bottled beverages. Coca-Cola was our first customer . . . and is still one today.

BIMs represent the electronic answer to human error in the exacting standards set by Coca-Cola and other beverage manufacturers, including breweries.

In the old days, bottling inspectors sat and watched seemingly unending lines of bottles march by . . . hoping to spot filled and crowned bottles containing foreign particles. It was a hit-or-miss system that neglected eye-strain and usually resulted in the lifetime loss of any consumer unfortunate enough to find something other than soft drink in his favorite brand.

But, that's all changed now—thanks to RCA's BIMs that inspect up to 150 bottles a minute.

Electronic "eyes," photocells operating under projected light beams, examine constantly, untiringly and accurately each filled bottle. The multiple "eyes" look for and find hard-to-see particles, some even that can't be seen by human eyes, such as minute or transparent bits of cellophane, glass, and bristles. As if that's not enough . . . the device also rejects partially-filled bottles or those containing oil, grease or caustic if there is enough in the bottle to cause excessive bubbling. And because they also

bubble excessively, bottles with leaking crowns or cracks are rejected!

Here's how it works:

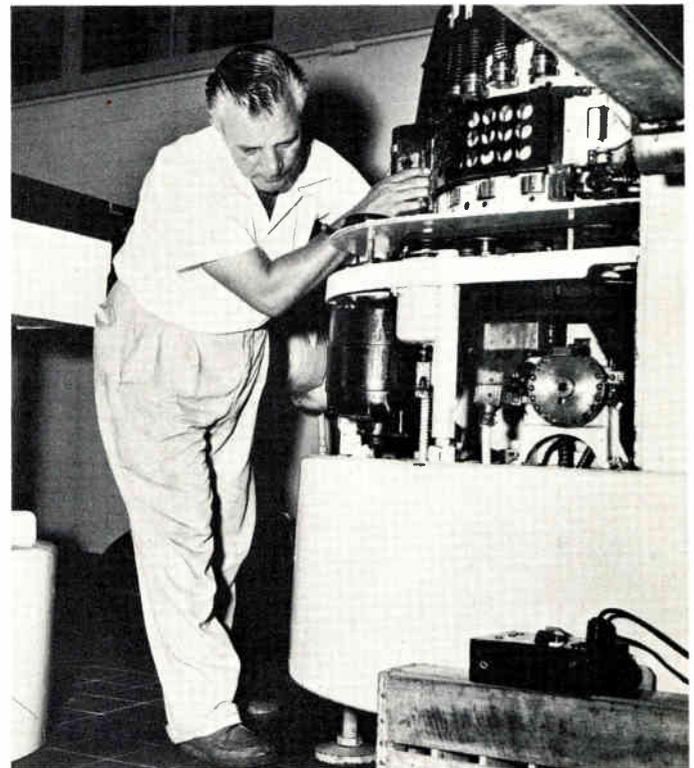
The bottles are spun rapidly and then halted as they approach the BIM's "eyes." Instantly, any foreign particles swirling around within the spinning soft drink will reflect, refract or obstruct the light. Light changes are caught by the "eyes" and a series of reactions in the circuit causes the offending bottle to be rejected.

Thanks to Russ Williams and the rest of Tech's BIM engineers . . . the parade of the bottles goes on.

The former Warner Brothers' engineer joined Walt Gilreath's Dallas, Texas, District in May, 1953 as field engineer, taking over vacation relief assignments in a seven-state area. The Lone Star district soon learned that Russ considered special assignments his forte, and the ex-Army sergeant calmly proceeded to rack up frequent customer commendations.

Branching out, the native-born Kansan took on theater equipment, public address systems, TV film projectors, Howe scales, Pinspotters, closed-circuit TV and the Electron Microscope to become a versatile member of Tech's engineering service corps.

Little wonder that Manager Gilreath counts Russ ". . . one of the best all-around engineers in our district."



Russ checks the equipment at a Dallas Coca-Cola plant, one of six BIM service contract customers he handles on his schedule



E. Van Duyne (l.) gives 10-yr. pin to Charles Nagel, Dist. Mgr. Van Duyne was awarded 20-yr. pin this year by VP W. L. Jones



Harry Brown (l.) is given his 20-yr. service pin by Cons. Prod. Commercial Service Mgr. C. Odden



Pete Dailey (center) wins congratulations from Les Leidy (l.) after 10-yr. pin ceremony presentation by E. Stanko (r.)

# Saluting...

## SERVICE CAREERS



Left: Tech. Mgr. of Operations Carl Johnson accepts 25-yr. pin from Vice President W. L. Jones. L. to r.: G. Toepperwein, M. Klarich, C. Johnson, K. Haywood, W. Jones (seated), L. Hart & G. Sandore



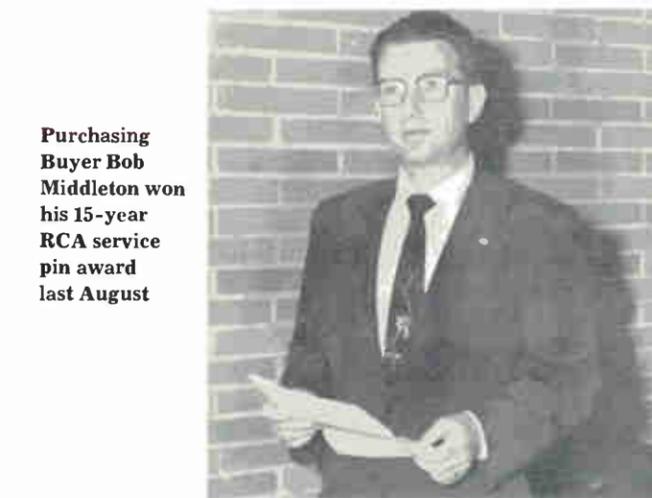
Right: Company Chauffer Jacob Olsen is presented with his pin for 25-years of service with RCA. Left to right: J. Driscoll, Office Services Manager, J. Olsen, and Receptionist M. Otto



Left: TP Atlanta District pin recipients congratulate each other while Supervisor F. Bassett (r.) observes. L. to r.: C. Swinney, 25-yrs.; D. Gould, 25-yrs.; R. Cobble, 20-yrs.; J. Faulstich, 25-yrs.; & Superv. Bassett



Technical Products Contract Admin. Mgr. Les Hart (l.) receives 20-yr. pin handshake from C. Johnson



Purchasing Buyer Bob Middleton won his 15-year RCA service pin award last August



Sales Acct. & Billing (Financial) Manager Bob Biehler arrives for work on day of 15-yr. pin ceremony



When Service Company's TV branch-men drive by a new hotel (or motel) project, they get a gleam in their eyes . . . because, as Miami Branch Sales Coordinator Bob Randall says, "RCA multiple outlet systems are moving out of the 'extra feature' classification into the 'must have' category."

Every new hotel, apartment and motel in the branch's area becomes a prospect for RCA's Antenaplex, inter-communication or Hi-Fi sound systems.

Look at Miami where Branch Manager Mark Perkins teams up with Southeastern District Antenaplex representative Frank Longen to wrap-up three Master-Tenna system installations at first-class hotels. In addition, Miami's handling multiple outlet installations for the



Lynn Saari shows Hollywood Br. Sales Mgr. Greg Beetha (r.) how Hilton system works

ultra swank Lucerne Hotel and the luxurious new Thunderbird Motel, both at Miami Beach.

Nor is the West Coast taking a back seat to the Southeast.

Hollywood's techs just finished a TV and radio outlet-in-every-room job for the sumptuous 450-room Beverly Hilton Hotel, Beverly Hills, California. Mgr. Bill Thackrey and Service Mgr. Ray Sokolowski promptly issued congratulations to Technicians Warren Burr, who made out the plans for the line runs, Lynn Saari and Jim Coil, who designed and supervised the amplifier installations and line runs to each outlet, and the eight techs who made sure the whole job clicked along six miles of cable; Alex McKee, Bill Berkley, Dave Blackburn, Gene Graham, Everett Hano, Tom Connors and Bill Kreiger.

And San Francisco Branch Manager Dale Brown is pleased with his hustling crew who recently completed systems for the Sea Captain's Motel on busy U. S. 101 and the Holiday Lodge Motel where three-year System Service contracts and complete coverage plans protect both installations. Included in both projects were 103 RCA TV sets, plus 65 built-in RCA radios at Holiday Lodge, where owner Leopold Lerner offers guests the final word in comfort—a large swimming pool in the center court.

Sea Captain's Motel in San Francisco housing 37 RCA-TV receivers, plus protective service contracts



Miami Beach's new Lucerne Hotel, featuring RCA Antenaplex, Hi-Fidelity Sound & Intercom Systems



Holiday Lodge, in San Francisco, where Branch's Ed Norton sold servicing package, plus Antenaplex



# Big Sky Makes a King-Size Job



Several months ago, RCA's Engineering Products Division reported the windup of sales negotiations resulting in the installation of complete RCA sound and projection systems to 12 of the Nation's newest "king-size" drive-in theaters.

To Tech Products field engineers fell the task of supervising the installation projects.

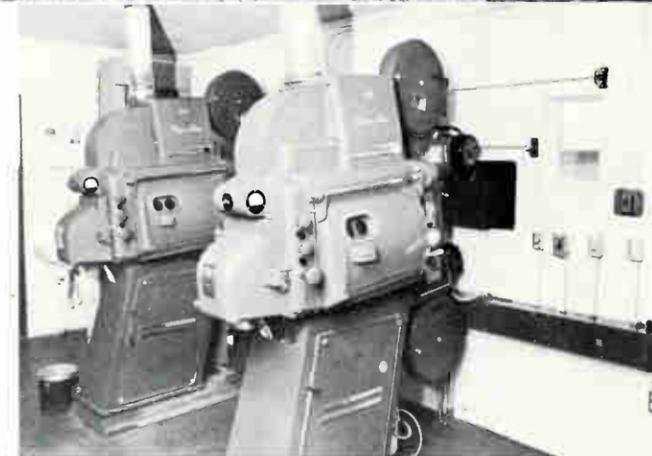
Representative of the largest outdoor theatres in the world is The Big Sky Drive-In Theater, Chula Vista, California, with a 2,000-car capacity . . . and representative of Tech's theater engineers engaged in the huge undertaking is Rudy del Castillo, an RCA veteran with a work-load capacity equal to the "king-size" drive-ins.

The installations provided for RCA film projectors, sound systems, in-car speakers, junction boxes, and lamp systems specifically designed to provide the brilliance necessary to properly light giant-size drive-in theater screens.

In Rudy's territory (he works for Hal Madison in Tech's West Coast District) is the mammoth Big Sky Drive-In. Picking up West Coast Field Supervisor Cliff Schwander for his teammate, the pair of theater experts dug in and were able to write *finis* to the installation in short order.

Now The Big Sky is equipped to run CinemaScope motion pictures as well as optical sound. Big Sky's projectors are the new RCA series 200 models with Dyn-Arc lamps, while 500 watts of audio power is used to drive the 2,000 RCA speakers.

In similar fashion, D. W. McMillin handled another "king-size" installation for Milwaukee's Star Lite Outdoor Theater. The Midwest engineer notes this sprawling giant will handle 1,500 cars, a large number of which will be supplied with "In-A-Car" heaters, enabling the management to dismiss the old weather bugaboo that formerly restricted their operations.



RCA-equipped Big Sky booth, by J. P. Filbert Supply Co.



Engineer Rudy del Castillo surveys his completed work

# McTeigue Gets Sales Post--McNelis Named Credit Manager



Joe McNelis (l., & Jim McTeigue enjoy McNelis' artwork

With booming sales and a wide field for harnessing the energies of an imaginative individual, Consumer Products Sales organization recently welcomed J. P. McTeigue as Manager of Initial Contract Sales.

Valedictorian of his class at the University of Pennsylvania, "Jim" joined the RCA Victor Division at Cam-

den in 1945. Working in Credit, he won a coveted Century Club Award (for over \$100 suggestion awards). Six years later he joined Service Company in Credit's Consumer Products Accounts. A year later, Jim was appointed Credit Manager when E. H. Griffiths assumed command of Budgets and Procedures.

The purchase of a new home in Haddonfield, N. J., has already seen Jim become an active participant in several community projects.

\* \* \*

With the transfer of Jim McTeigue, Joseph A. McNelis moved ahead to take over the post of Credit Manager. Joe is ideally equipped for his new responsibilities, having ample seasoning in Credit and Collection, plus a firm working knowledge of Company operations and procedures.

Former college baseball and basketball star, Joe still maintains a keen interest in both sports.

Prior to joining RCA, he was employed by Philadelphia's Air Reduction Company in the credit field until 1950, when he went to work for the RCA Victor Division.

The transfer of Consumer Products Accounts from Camden five years ago brought the credit specialist here.

## Safety Facts Revealed

Accident prevention has gone through a series of changes during recent years.

In the beginning of the safety movement, accidents were regarded as unfortunate occurrences resulting from "bad luck." Later, the thinking of individuals and companies changed to the point where accidents were thought to result from some vague condition known as "carelessness." Still later, people who were trying to do something about accidents came closer to the truth when they said that "safety is a frame of mind" and that to avoid accidents, you have to be "safety-minded." It was then believed that all you had to do to prevent accidents was to make people "safety-minded" by conducting a contest.

We now know, as a result of much experience and experimentation, that although an awareness of the need for "safety" produced by a contest is helpful, it's a plain fact that to prevent most accidents you must *find and eliminate the specific unsafe acts or unsafe conditions causing the accidents.*

We know that if an unsafe act is repeated over and over or if an unsafe condition is permitted to exist . . . it is only a matter of time before somebody gets hurt. We also know that if these unsafe acts and conditions are corrected, future accidents will be prevented.

This theory has worked well on the job, so why not try it at home? It's a safe bet that if unsafe acts such as using chairs for step ladders and leaving toys on steps are not corrected, somebody in your family is bound to have an accident. The same is true of unsafe conditions like broken steps and slippery floors. In order to make certain that your home is safe, it might be a good idea to ask your children to search the house for safety hazards to see how many they can find. Then . . . get rid of each accident-producing situation!

## Govt. FEs Win Field Citations



At Field Service Citation honors in Germany are: FEs S. Lane, M. Duncan, Col. Robt. Creighton, B. Brush, W. Schiefstein (recipient), G. Haas, J. Mencer & Sperry Engineers H. De Pedro & W. Hoban

Major General Verne J. McCaul, U. S. Marine Corps, presents James Delpire (l.) with coveted citation in Washington, D. C., ceremony. General McCaul commands Second Marine Aircraft Wing at the capital's air station



# Government's Missile Test Project Continues Growth



As the Florida Missile Test Range is extended to provide for the testing of new weapons systems, new stations are constructed to house Missile Test Project instrumentation equipment.

Construction is now underway on the island of St. Lucia, more than 1,500 miles southeast of the main instrumentation facility at Cape Canaveral. The location (see photo, upper left), on an 800-foot hill overlooking a cliff that drops to the sea, is approximately nine minutes by air from St. Lucia's capital, Castries, but a trip to the station by jeep requires two and one-half hours over steep and winding trails.

Upon completion the station will have a central control



building, similar to the one on San Salvador (see photo, upper right), fully equipped for testing operations.

The operation of Government's Missile Test Range is an excellent example of the teamwork between the military and private enterprise in the national defense program. St. Lucia and other "Down Range" Stations are Auxiliary Air Force Bases. The bases are operated and administered by employes of the Guided Missile Range Division of Pan American World Airways while missile test instrumentation is installed, modified, maintained and operated to acquire missile performance data by personnel of the Missile Test Project, Government Service Department, RCA Service Company, Inc.

## MTP'S RCA CHORUS WINS RAVES



MTP's "RCA Chorus" recently won rave notices by local critics and audiences following their presentation of the "Fortune Teller."

Celebrating its first year of public appearances this fall, the group, directed by Alyce Christ, wife of O. J. W. Christ, Instrumentation Planning engineer, made initial public appearances during the Christmas season.

In addition to providing recreation for members, the organization affords MTP employes entertainment.

## Recreation Group Formed at MTP

**Betty Arnaud, of MTP's Training & Services, completes her application for membership in the new MTP Recreation Association**



Organization of a recreation association for Missile Test Project personnel was announced last month by RCA Manager A. L. Conrad.

The newly formed Missile Test Project Recreation Association will sponsor recreational and sports activities at Patrick Air Force Base and Cape Canaveral Auxiliary Air Force Base.

The first MTPRA activity got underway last month when four separate bowling leagues, with 160 employes, began rolling games at Cocoa Beach and Eau Gallie.

## The Field Reports

ST. PAUL—In the photo below, TV Branch Mgr. L. M. Klopfenstein (l. center) presents Technician Clarence Petersen with a Hamilton watch for his recent "Courtesy Campaign" entry. Sales Mgr. Lyle Guion adds that coffee and donuts went to all hands after the presentation.



PITTSBURGH—Both Pittsburgh TV Branches teamed up for a lively RCA Service Company display and demonstration booth at the recent Allegheny County Fair. Below, South Pittsburgh Sales Manager W. Crissey interviews some of the crowd before the TV service booth.



HACKENSACK—Br. Mgr. W. F. Fox is proudly pointing to his gang who rolled up 100% participation in the latest Company-wide U. S. Bond Drive.

PHILADELPHIA—South Philadelphia SERVICE reporter J. R. Stewart tells of irate Mother who phoned branch, stating her daughter had a homework assignment to watch TV's Robin Hood. "Would it be possible to send tech immediately as set wasn't working?" And if tech couldn't come right out . . . serviceman would have to sign a note to the teacher attesting to receiver's condition.

CLEVELAND—From Cleveland TVDO, Bill Orend reports that Don Wagoner, Cleveland East Sales Mgr., and John Zane, Cleveland West Sales Mgr., sold 80 dozen RCA Service Company toy trucks at the Berea Fair.

## FOTO FEATURES



End-of-season N. Y. Dist. league trophy to J. R. Hansen (4th from left), capt. of "Flushing Grids." Other top team keglers are (l. to r.): N. Smith; E. Wilkie; R. Lottier; M. Kours; B. Grossman, N. Y. Dist. Sales Mgr.; & W. Thorne



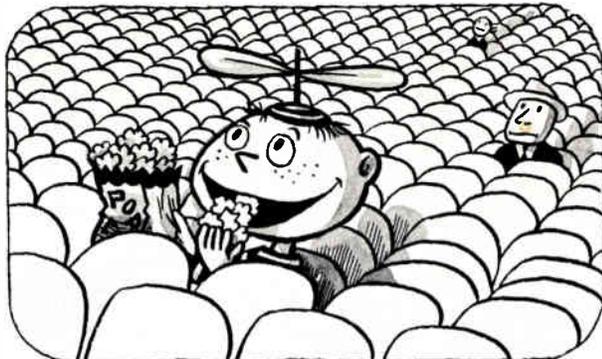
Cherry Hill home office bowling teams watch SCO Personnel Manager J. F. Murray open their 1955-56 season with traditional first ball

### Independents Cite Service Company



Pres. Max Leibowitz, of Assoc. Radio-TV Servicemen, N. Y., presents plaque to Pres. E. C. Cahill as a token of appreciation for educational assistance given his group by RCA Service Co., Inc. Observers are (l. to r.): R. Baggs, A. Rhine, D. Krantz, C. Odden & D. Creato

Your popcorn may  
taste terrific . . .



Your seats may  
be softest . . .



**BUT**  
**EVERY PERFORMANCE**  
**STILL**  
**MUST BE PERFECT!**

Perfect performances demand equipment that's kept in the pink of condition. An expert RCA Theatre Service Engineer is the man best qualified to do this. He's the *only* man who commands all the vast technical resources of RCA.

**RCA SERVICE COMPANY, INC.**

A Radio Corporation of America Subsidiary

Camden, N. J.

