

OCTOBER
1950

RCA SERVICE COMPANY

NEWS



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

MAN POWER

URGENCY OF MANPOWER BUILDUP for partial change-over to war work is eased by improvement in Korea, but when the heat was on, lights burned until midnight in Personnel offices.

With the multibillion dollar war program progressing, the best technicians in the country still are being recruited into RCA government service. The war's end will make scarcely a dent in military demands for servicemen. The defense program is long-range.

The military crisis created an emergency in the Government section; it had big manpower quotas to fill in a few days. Deadlines were met by drawing in veteran engineers, branch technicians and skilled applicants from the outside. These last were held to our rule of high selectivity; *only one of every qualified ten interviewed was hired.* (Continued on next page)

RECRUITING officers (first row l. to r.): Jesse Lippincott, Joe Murray, Bill Baxter; (top) Fred Corbett, Bill Dondero, Dave Brown, Syd Natkin, Andy Conrad, J. Kornick



ELECTRONICS TECHNICIANS

For

RADAR, COMMUNICATIONS, TELEVISION RECEIVERS

Needed by

RCA SERVICE COMPANY, INC.

A Radio Corporation of America
Subsidiary For U. S. and Overseas

REQUIREMENTS:

- Good Character
 - Training in Installation or Maintenance of Radar, Communications or Television
 - Give Full Details of Practical Experience
- Qualified Candidates will be Interviewed Promptly.

COMPENSATION:

Up to \$7,000.00 a year to start—For Overseas Assignment—With Periodic Review of Base Salary Thereafter Made up of—

- Base Salary
- Overseas Bonus
- Actual Living and other Expenses
- Accident, Hospitalization, and Life Insurance
- Vacation and Holiday Pay

MAN POWER (continued)

Out of every three men accepted for government contract, one goes overseas—to Europe, the Pacific or Far East—to play an essential service and training role at Army, Navy or Air Force base.

The recruiting drive was launched with big display advertisements in newspapers of 50 cities during July and August. (From September to December the Service Company is taking space in a dozen trade jour-



Syd Natkin briefs recruits

nals, including *Electrical Engineering*; *Electronics*; *Radio & TV News*; *QST*, *CQ*.

The ads attracted electronics specialists to Personnel's recruiting offices thrown up in hotel auditoriums in New York, Philadelphia, Boston, Chicago, Detroit, Cleveland, Pittsburgh. Two Personnel men flew to Atlanta for interviews at Georgia Tech.

Recruiting officers averaged ten hours a day on the job, worked full Saturdays. Often home office lights burned until midnight. To fill a last-minute war-contract quota, applicants were routed out of bed by long-distance phone and told to report at once.



Bill Dondera signs 'em on

Bulk of the applicants were interviewed in hotels at the cities mentioned. Branch managers and Technical Products field men took care of the remainder. Dallas Branch Manager Jim Murphy, for instance, talked to some 50 men; Fort Worth Manager Art White another 25. Of this total only half a dozen finally were signed on.

TUBES

... more precious than time

Just as a chain is as strong as its weakest link, so an electronic device is as efficient as its smallest tube. That's our TV service problem of the moment; there aren't enough tubes.

Servicemen are called upon once more to make sure no good tube is returned. In the past, servicemen sometimes sent in three or four tubes from a chassis because they forgot which was defective and time was too precious to recheck. Now tubes are more precious than time. Recently Bill Zaun's quality control group made a sampling of returned tubes; discovered 40 percent were OK on all-plant tests, including operation in receivers.

President Ed Cahill wants your suggestions for conserving tubes. Already on 16 and 19-inch sets we are using JT4 rectifier tubes. Selenium rectifiers in 12 1/2-inch sets are saving a tube in one manufacturing plant. Chief Engineer Merrill Gander is investigating similar modifications on other sets.

Tube types for which demand exceeds availability are 5U4G, 12AU7, 6SN7, 6BG6G, 6AU6, 6CB6; the 16" kinescopes, 16GP4 & 16AP4; the 5-inch projector kine, 5TP4. Tube sockets for 6CB6's are being rewired at the factory to accommodate 6AG5's. The 5U4G, in shortest supply, is being replaced by 5T4, available but limited, at three times the cost. A third substitution has been abandoned (5R4GY)

because the military is absorbing almost total production. Although military requirements account in part for the shortage, the main cause is the tremendous increase in TV production. Also, growing shortages of such raw materials as nickel and copper may aggravate the situation.

RCA's expanded plant at Harrison, N.J.; the new plant and enlarged factory at Lancaster, Pa.; the newly-expanded plant at Indianapolis, and the year-old Marian (Ind.) plant are all working extended-hour, extra-shift schedules. Still another factory, for turning out miniature-type receiving tubes, will be set up on 17 acres in Cincinnati, where 180,000 square feet of floor space is already available. It should be in full production in a year.

The whole recent building program represents a very big investment. Yet, tubes, for the present, still are in very short supply, and must be rationed by the Tube Department to the Service Company and other customers—fairly. We, like everybody else, are having to get in line to buy tubes from the department and in some instances supplement where we can our ration from that source.

President Ed Cahill and Vice President J. A. Milling renew their plea for every technician to conserve and be on watch for good tubes from authorized dealers.



5U4G

All those accepted thronged to Gloucester City for formal processing and orientation. Until recently recruits were kept overnight; now the procedure is streamlined to get them out and on their way to a military receiving station in one day.

First move towards Government section mobilization was made nearly a year before the Korean crisis, when W. F. Hardman was assigned to the Pentagon as liaison representative. The high command and Paul Melroy, head of the section, already were planning a buildup, anticipating the arms orders to come. By April they were making open bids to supply the military with additional service technicians and engineers.

Meanwhile, Personnel was getting ready

for the onslaught upon it that followed. Two days before the Korean attack, June 25, a revised military service review form was circulated, emphasizing reserve activities. This scoop was scored by Joe Murray, now manager of the Government employment section. No one yet knew how many men would be needed, what would be the assignments, nor where; but Army, Navy and Air Force contracts had been handed out and more were pending.

"It is imperative that we immediately survey our field organization to determine the kind of experience in military electronics our currently employed veterans may have had," Joe wrote in a letter to all television and Technical Products district and branch managers. "Our success



GLOBAL REPORT



PUBLISHED BY RCA SERVICE CO., INC.—A RADIO CORPORATION OF AMERICA SUBSIDIARY—FOR ITS MEN OVERSEAS

Ham from Home

HARRY J. MILLS didn't want to go anywhere. He was happy at home with his wife and kids in the pleasant country outside Dover, Mass. But the Government needed him. He's a high-grade communications and radar engineer, and a good instructor.

So Harry's in Europe helping with the Mutual Defense Aid Program, along with Frank Lutzock, John Wm. La Perch, and George Valentine Mohn, all old-timers with the company; Robert J. Hunsicker from Training; Harry Stovall, Government, and Robert A. Hubbard and Geoffrey M. O'Connell, TV branch technicians.

Harry's ham radio was in three crates in Philadelphia when he left, awaiting shipping orders. Wherever he goes it'll go. "If I get to the right station, maybe I can bring my family," he said hopefully. "That's all I've got to live for — my job, my family and my ham radio."

In fact, it was partly the inspiration that he could pack WIMQ along with him that decided his going. "If I can't get on the air over there, at least I can listen," he said. "I've been in the ham business for 30 years."

He's been with the company for eight; came into Government in '42, spent the war in submarine service — two years at New London and Portsmouth, a year at Pearl Harbor.

It took three tries to make Harry agree to leave home, but he finally had to do what they wanted, he said. But he hoped he was off to a "slow boat to Europe," since his recent assignment was rough. He did a terrific job delivering TV service



HARRY MILLS

lectures to independents from Maine to N. Y. City; from Boston into western Mass. A special commendation was sent Vice President J. A. Milling regarding Harry's job from Radio & Appliance Distributors, E. Hartford, Conn., in which the president declared: *Harry Mills has done a splendid job . . . has built for himself an enviable reputation as a lucid speaker and good instructor.*

Destination Pacific for Recruits in U. S. Program



NAVY & SIGNAL CORPS contract Manager Andy Hilderbrand (bottom of ladder) sees a group of his boys off to bases in the Pacific.

On the ground (l. to r.) they are: P. E. Malde, J. R. Staniszewski, J. V. Hardy, J. J. Rogan, Thomas Breslin, R. A. Marshall, D. J. Carpenter, L. J. Armani, R. J. Singer, H. I. Schnell, S. S. Tyrol, George Morang, W. H. Holzer.

Left side up the ladder: Andy, C. W. Griesinger, L. B. Thompson, J. C. Martin, B. F. Bandur, H. L. Blount, E. O. French, C. E. Neat.

Right down the ladder: John H. Nagle, George J. Ross, R. R. Tripp, D. J. Fisher, J. C. Soich, Perry L. Willis, John Hollis.

Ace Laessle heads Air Net field service



Howard Laessle

IN 15 YEARS WITH RCA Howard P. Laessle has crossed most of the frontiers in the science of electronics; pioneered in nearly every type of electrical development. Now he's supervising installation, service and

training of maintenance personnel in the nation's first air defense net, which means he's responsible for the upkeep of air warning systems and equipment on continental interceptor units, headquartering at Mitchell Field, N. Y.

His first Government duty, just before the war, was the San Diego destroyer base, where he worked on sonar for a year. Charleston Navy Yard came next; then Boston, where he added battle announce. For a half year he was with the Navy at Key West and Miami. When he moved on to Norfolk he was taking in all shipborne electronic systems. His last war job was in Pearl Harbor, where he spent a year supervising all RCA government activities in the Pacific.

Came peace and quick conversion: Howard managed the first TV service shop in Camden. This was not a new field; he had worked in Camden's labs on TV terminal design shortly after joining RCA as a Photophone tester. He was one of the first engineers to service TV, put in the

very first video receivers: in the New York homes of company, radio and newspaper personalities as part of an experimental and demonstration program (between '36 and '39). These were the original TRK-12 and 9 sets, handled by an elite group of engineers.

With Mert Brisbin, he supervised service of RCA's World's Fair equipment in New York. Also he worked with Dr. George Brown in Camden on antenna development. He covered the New England territory for RPT.

Born in Moorestown, N. J., he likes the locale, but now may have to move from his lakeside home in Brown's Mills, which he and his wife share with a cocker spaniel. His one daughter is married, and he's a grandfather. His major relaxation is photography and he never travels without a Speed Graphic. Laessle got his start with the Navy, during World War I, by upping his age; signed on at 17 and came out two years later radioman first class. His ship: the old *USS Arkansas*.

LEAVING WITH A SMILE—Bob Hunsicker accepts suitcase from fellow members of Training Section at home office before shoving off to Europe. Others (l. to r.) are: Syd Natkin, Dick Ochsner, Bob, Hugh McTeigue, Miriam Dickinson, John Karnick.



NEW RECRUITS—unscheduled, untried, but in. One of many groups being processed these days at the home office.

in obtaining this type of new business is largely dependent upon our ability to furnish—on schedule—field engineers and technicians who are trained and experienced in military electronics, and we believe that many potentially qualified men are currently employed in our field service organization. . . .”

Two days later, the shooting on enlisting of servicemen within and without the company became the No. 1 task. Overnight, war contracts landed in our lap, demanding quotas of experienced men—to be found, picked and processed on emergency deadline.

The Army's Continental Air Command needed men for the air defense net. The Far Eastern Air Force and the Signal Corps called for men at Pacific bases. The Mutual Defense Aid Program, sponsored by the State Department, run by the Signal Corps, required high-grade communications and radar engineer-instructors to work in two, three and four-men teams in several European countries. The Navy needed men in its shipyards and air stations here and in the Pacific.

Before quotas could be filled, Personnel had to hire personnel to hire personnel. First addition to the staff was William T. A. Baxter, called down from the Camden office, where he was supervisor of records. He came to Victor in '47, a graduate of Lafayette College with four years in the Army Engineers. He and Joe Murray added William A. Dondero, 25-year-old La Salle College graduate, and, at the same time, Robert Andrews, 25-year-old

alumnus of Penn State College.

Bill Dondero and Bob Andrews were hired August 1. Three weeks later Fred Corbett, of Hazleton, Pa., with eight years of personnel experience, joined the new Government Employment Section.

This command needed deputies. Commercial Employment Manager Jesse Lippincott, Jr., spent nearly full time on Government recruiting, and Wage & Salary Administrator Paul Slaninka lent a hand. Mert Brisbin, Syd Natkin and John Karnick, of the Training Section; Henry Petzel, of Wage & Salary; Bob Weis, of the N. Y. district office; and John Feucht, of Quality, pitched in. Government section men, notably Dave Brown, did yeoman service. Warren Werner, Bill Hazley, Andy Hilderbrand, Andy Conrad, interviewed applicants at the home office and in hotels. Meanwhile, the branch-manager captains in the field talked to applicants at a moment's notice, wired recommendations.

Hal Metz, Personnel Division manager, blueprinted the entire drive, rather IS blueprinting it, because the call still is out.

Once signed by RCA as a U. S. technician, a recruit is directed in his day-to-day activities by the local commanding officer of the U. S. service to which he is attached. RCA provides field supervision, technical information, and data for maximum efficient service. Every tech has the engineering and research facilities of the corporation to draw on when field problems demand.

Though we have fixed no age limit, the



RCA techs in AF receiving station



They sack out and brush up on TTY

average applicant is between 25 and 30. A great many are ex-servicemen with engineering degrees secured under the GI bill. Others are recent graduates of electronics schools.

Among those called back into war work from the roster of RCA field engineers who served the military during World War II are such top-notch engineers as

(Continued on page 8)



Hal Metz: Man Power Chief

If you want to know the secret of men who can stand up under any amount of pressure, work incessantly, and move steadily upward, listen to Hal Metz, our personnel manager—learn to like hard work when you're young and don't lose your appetite for it.

Hal was graduated magna cum laude from La Salle College (Phila., '39), after working his way through as sports reporter for Philadelphia papers, and, finally, as fill-in rewriter on the old *Evening Ledger*. At 17, when his father died, he became head of the Metz house in Overbrook, outside Philadelphia.

After college he stepped into a good job as public relations and personnel assistant to the educational director at the Philadelphia Art Museum. From there he went to the Bureau of Employment Security, Washington. Next came the War Manpower Commission, where he headed a unit in the Bureau of Manpower Utilization—converting civilian skills to military, staffing the synthetic rubber industry, helping to launch the manning table program.

In '44, he joined RCA Victor, became chief job analyst of the Camden plant in '45, passed up to wage & salary administrator, on to employment manager and finally, a year ago—at 32—was appointed to direct the welfare of some 5000 employees of the sprawling Service Co. He found time in '45 to collect a master's degree at the U. of Pennsylvania, and even now with new divisions to staff overnight, union problems to adjudicate, the critical need to develop additional executive talent, and the routine of hiring, promoting and terminating in the squeezed electronics field, he works at odd moments on a Ph.D., scheduled for next year.

But he hasn't time for his favorite relaxation, reading; has missed his first Hemingway novel (*Across The River And Into The Trees*) in many years. Along the line his younger brothers and sisters grew up, were replaced by a wife and four children of his own: Mary Ellen, 7; Betty Ann, 5; Harold, 4; Tommy, 2.



CUBA'S 2nd TV STATION, CMQ, WILL OPERATE IN BUILDING BELOW RCA SIGN, DOMINATING HAVANA'S EL PRADO

TV Service Goes South

TODAY THE WAR BELOW THE BORDER is to conquer the airwaves first with the kinescope, liberate the most networks, command the most receivers. Cuba, Brazil, Mexico are the BIG THREE competing in TV.

Mexico, RCA and Bill Cothron constitute the winning triumvirate. Bill put Station XHTV on the air, officially, September 1, when the natives for the first time in history heard and saw their president open congress—and the very first TV station in all South America made its bow in Mexico City.

Willard (Wild Bill) Hanson's transmitter in Sao Paulo, Brazil—controlled by Dr. Assis Chateaubriand, owner of 28 dailies and 26 radio stations—beat the rival station perched on top of Sugar Loaf Mountain in Rio de Janeiro by more than a month. (The "propaganda value" for RCA was "tremendous," Bill says.) Station PRF3-TV, atop the 34-story State Bank building, began a regular one-two hours a day of programming July 21, made its formal premiere in September.

In addition to beating the opposition on the air single-handed, when it had four stateside technicians on the spot, Wild Bill has had to act as impresario.

"They didn't have anything much to offer but Mickey Mouse and travelogues day after day," Dr. Hanson explained (the "Dr." is an honorary title the Brazilians casually dropped on Bill), "so I called my favorite pianist off his taproom job and sat him before the camera. He was a smash hit, became famous overnight."

Bill, who signed off the job September 8 after nearly three months in Sao Paulo, had to direct everything, because Brazilians are apt to be not electronically-minded. Even the airwaves let the signal slip into Santos, 30 miles away over the mountains to the coast.

"An impossibility," Bill declares, "but it happened. Pretty strong reception, too. Then it turned around and reached into the interior, 75 miles away to Campinas, over another mountain range."

Brazilians are rationed on power. Voltage transmitter showed up anything from 165 to 240 volts; frequency from 55 to 61 cycles. Receivers retail for about \$500; are in bars, department stores, some 100 private homes.

In Cuba it's a little different. There *everybody* is electronics conscious. Every Cuban owns his radio; anybody worth his sugar has two or three, many of them portables. Humara Y Lastra, S en C, owned by Miguel Humara and Julian Lastra, has been the RCA Habana distributor for nearly 50 years; sells more radios than the six next-largest competitors put together.

The Lastra RCA Victor sign (*see cut above*), biggest in downtown Habana, dominates the main stem, El Prado. It used to end on the word "Electronica," but now challenges the pleasure-loving Cubans with "Television."

With the Union Radio putting TV on the air this month, the partners expect to repeat in receiving set sales something of the phenomenal success they made of radio. Two of their men, Antonio Zamorano, sales engineer, and Edalberto Arrieta, technician, observed methods at the home office and the

Camden branch during September.

Antonio, who has an EE degree from the University of Habana and two years' training at RCA Institutes, N. Y., anticipates big sales.

"There's some money running," he comments. "It's the demand for sugar."

In addition to being Cuba's first video station, Union Radio got off to a dramatic start when its entire equipment—22,000 pounds of field and studio gear and 5-kilowatt transmitter (all RCA) were shipped by air, August 14. Cothron also officiated at this rush job; finished it in time for Cuba's baseball season.

Equipment for Cuba's second station, CMQ, was shipped from RCA by ocean freight, beginning in June. The outlet will start delivering pictures in December, under the supervision of Raymond A. Colvin, another senior engineer.



SENORA Zamorano, E. Arrieta and Zamorano with RCA representative



AFTER SPEECH Wild Bill is handed posy by Jose Brady, Sao Paulo RCA manager



DOMINICAN MONK, Jose Mojica, once Mexico's film idol, is SA singing sensation



HUNDREDS of excited Brazilians file by for first glimpses of television

CUBAN enthusiasm for baseball is evidenced by World Series listeners



DIZZY antenna height (536 ft.) has Sao Paula engineer closing eyes

TWO DISTRIBUTORS, Wild Bill and RCA's Dr. W. Obermuller (Brazil) talk TV. Antenna is atop building to left



VIP file

IN A MODEST ONE-STORY BUILDING on the northeastern tip of the capital city — where desk space is hard to find and service contracts easy — is a special file packing in cabinet members, senators, top military and industrial figures from A to Z.

When a customer in this file calls, a first-line serviceman drops whatever he's doing, grabs his tools and lights out for the other end of the line. Not only are VIP's very important people, busy, and sometimes low on patience, but they make up a big percentage of the customers in this town.

Technicians from 15th & D sts., N. E., have pleasant relationships with many of them in their homes, where they'll go over the mysteries of TV set operation together. (These assignments are as confidential as an FBI report, so we won't go into any of them here.) And the techs have inner-circle seats for some of Washington's biggest shows.

Branch Manager Frank V. Tarkington, for instance, was in on the first White House TV installation, January '47. Four men did it in two hours. Orders came in at 10 A. M. to put in a 648-PTK projection console in time for the opening of Congress at noon. The three other techs on the job were George Fish, then branch manager; Dave Brown, later district man-

ager, and Bill Wertenberg, still with the branch. A few days previous to this, Bob Scully, now Bridgeton (N. J.) branch manager, had rigged up a temporary installation.

Tark has been here since '46, when he transferred from the L. I. City office a month after he was hired. The branch, then in Arlington, Va., was moved to its present site in '48, the year he was made manager. Now a new office is being sought because the volume of business in this TV-happy city (four Washington channels and three Baltimore) has outgrown the space.

Tall, lean Tarkington smokes a corn cob pipe, a carryover from the family farm near Dana, Ind., which he left when he was 18 for a job in an Indianapolis aviation school. He's invariably cheerful despite the heavy demands of his job.

During World War II, in the Navy for five years, he became chief radioman in charge of the transmitting station on Tinian, biggest B-29 base in the Pacific. You still get the Hoosier drawl; and he puts in farm hours: 13 to 14 a day.

Efficient chief clerk is Andy Fedas, former adjutant of a field artillery battalion in the ETO, where he picked up a Bronze Star. Dealing with VIP's is run-of-the-mill plugging for Andy, enlivened by credit collection.

Smart, clean-cut technician Jim Crane is president, business manager and chief steward in the Washington area of the International Brotherhood of Electrical Workers, Local 1432. He has been with



FRANK TARKINGTON
... hobnobbs with the top guys

the branch since '48. It was the Marines who gave Jim his electrical training, more than two years in their topnotch schools, before shipping him to the Pacific with the 3d Air Wing. He emerged a tech sergeant. With IBEW funds, he started a voluntary school for servicemen, a unique operation.

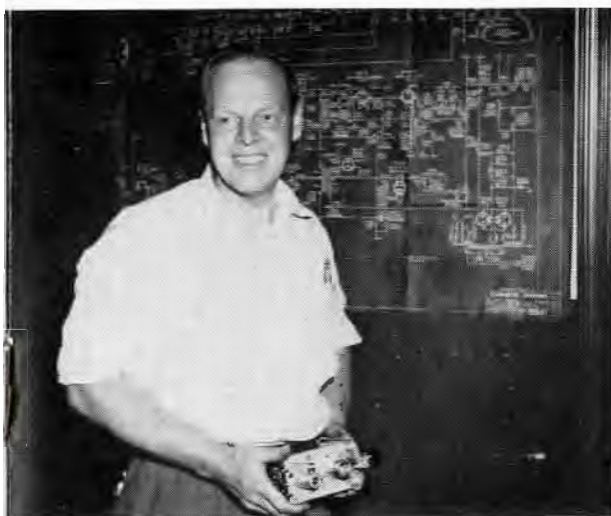
Chief Tech Arthur J. (Red) Bassnett has been with the branch nearly four years, came to RCA after three years with the Signal Corps. He was in on Normandy, the Bulge, St. Lo. Trained to be a draftsman, he was lured into electronics in '35 via ham radio.

Jim Cravens, another first-class technician, is on loan to the Princeton Laboratories branch in Silver Springs, Md., where color TV receivers are tested and developed. Washington has supplied several men for this activity; New York a few more. Supervision comes from Chief Engineer Merrill Gander's home office group and Princeton.

CUTE Thelma Furr, 19, is hard-working contract clerk living a few doors from branch

BRANCH PEOPLE (first row, l. to r.): E. Tierney, L. King, P. Baiwir, E. Crandell, J. Crane, G. Reeder, R. Crowder, M. Daugherty, A. Bassnett; (2d row) M. Jacques, M. Burns, T. Furr, L. Fortwengler, E. Morshall, J. Margolis, V. Bolles, L. Holley, R. C. Peard, F. V. Tarkington, F. Daly, R. Sapp; (3d row) J. Jackson, L. Furse, A. Fedas





COWORKERS (l. to r.): Chief Tech Red Bassnett, Dist. Mgr. Bob Peard, Photographer Harry Clark, who shot five of these pictures

Top contract salesman, Paul L. Baiwir, ploughs through mountains of customer cards and sales possibilities with the same spirit he hit the line back in Ohio U. and W. Va. Wesleyan. The backfield star has been with the office for two and half years.

The branch has set up five systems at Anacostia airfield for two-way reception with Floyd Bennett Field, N. Y. Other important installations include a 300-square-inch receiver at the Treasury (for reviewing and censoring newsreels), a dozen sets at Walter Reed Hospital, a life-size screen projector in the Pentagon.

In addition to political headliners, the branch's friends include the editor of a national TV magazine, and a bigtime video comedian. Chief Tech Bassnett had remarkable success in clearing up reception at the comic's Virginia home.

Those RCA boys sure know their stuff! plugged the star the morning after on his show.



JIM CRANE

... he gets around in the VIP world

DC loss Norfolk's gain

LEON CHARLES FURSE, JR., for the last eight months installation supervisor at Washington, recently was appointed manager of the new Norfolk branch.

The six-months-old office has five men to handle its one-station trade (Channel 4).

The 24-year-old native of Florence, South Carolina, got off to the right start in high school, pursued electronics, and got himself hired at the Charleston Navy Yard as soon as he was handed his diploma.

For two years, he installed radar and communications systems, until the Army took him over in 1945, when he was 18.

He landed with the Airborne Signal

Corps in Japan. Routine in this parachuting outfit was a jump every three months with full equipment.

The last leap went wrong and his radio injured his back, putting him in the VA hospital at Columbia, S. C., for a couple of months and getting him out of the Army, with a brace.

He soon was able to toss the brace, however, and has had no recurrence of the back trouble. For 18 months, before coming with the Washington branch, he attended a TV school in Kansas City.

Leon's only interest in the Airborne at the moment is to see what the stork brings any day now; it'll be his first.



Leon Furse

MAN POWER (continued)

Harry Mills and Howard Laessle. Able postwar additions to our ranks who now are in government work include Dick Propst and Joe Hatchwell.

The case history of John B. Kohler shows who is joining RCA's "foreign legion," how it's done, and what happens to the recruit. At 40, John was a discontented salesman for Hatry & Young, Inc., of Hartford, Conn.

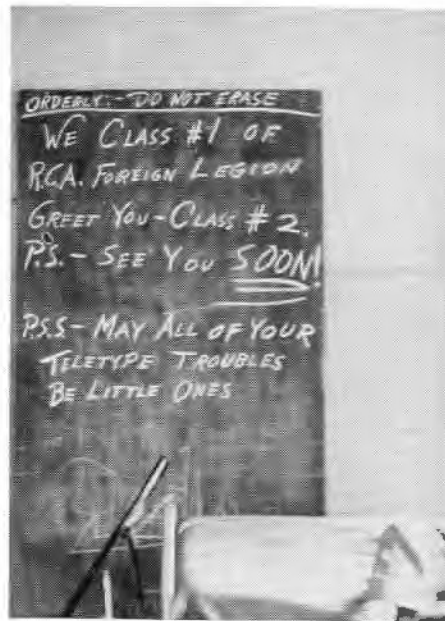
Business in radio and TV parts and accessories was slipping because New York wholesalers were breaking into Connecticut territory, and besides he missed the technical work for which he had been fitted at Carnegie Tech, Penn State, and during a four-year apprenticeship with Westinghouse, also in a war-time government inspector's post.

Last August 1, he picked up the *Bridgeport Post*, saw one of Hal Metz's five-inch ads calling for radar, teletype and TV experience. Following instructions, he showed up at the Hotel Statler in Manhattan on August 8, where Dave Brown and Bill Baxter were presiding over a mass interview.

For three hours he filled out forms. Then he waited. At five o'clock he got in to see Dave for 15 minutes. Then he went home. After a few days of reworking his parts customers he had given up the idea

of breaking into the big-time again, when—at ten one night he got Bill's call to report in the home office August 14.

In Gloucester, he was put through a physical check-up, briefed on the job, and given one week to clear up his affairs in Connecticut. He sold the \$12,000 Bridgeport home he was living in alone, and re-



ONE FOREIGN LEGION unit encourages another on barrack blackboard

ported for duty August 21.

Here he was briefed again, this time by Warren Werner and Paul Melroy. Next morning he was checked out with a group of other recruits from California, Pennsylvania, Mississippi, New York, and from Service Company branches all over the country.

The group's destination was an Air Force receiving station where the men were put through a course of instruction for one to two weeks. From there, John reported to the Continental Air Command, in charge of servicing radar and other communications equipment. Here he received his permanent assignment in a southern California air defense sector.

His career started in 1928, when Kohler went with Westinghouse. In 1932, the RCA distributor in Pittsburgh took him on as service manager, which he remained for two years before he left to open his own radio and electrical appliance store in the expensive Schenly Apartments in his native Pittsburgh. The high rent forced him out in '38, and he took to selling parts; later turned to developing etchings for James H. Matthews Co., steel and rubber stamp makers.

At the outbreak of the war he went into government service at Wright Field, Dayton, O., finally became an inspector in charge of various contractors' plants in New England.

Joe Shuskus of Brooklyn

BOSS OF THE BUSHWICK BRANCH IN BROOKLYN—the company's newest—is Joe Shuskus, one of these quiet, very efficient fellows who has spent a young lifetime studying and working to do a good job.

He started with the Service Company in

1946 at the old Kearney (N. J.) shop (one of the four original TV branches) and the next year went to the Fords shop. While there he made the first shipboard video installation, aboard the pilot boat, *New Jersey*.

Then he moved on to Washington, D. C., in charge of the company's teleran project—an experimental system combining television and radar, which the Air Force was adapting for navigation. His job was to instruct AF officers and men in operation and maintenance.

Joe grew up in Newark, N. J., studied electrical engineering at Newark University; radio and television engineering at Capitol Radio Engineering Institute, Washington; and completed correspondence courses in business administration with the International Correspondence School and Alexander Hamilton Institute.

With Westinghouse during the war, Joe trained service personnel in the operation of radar, sonar and communications equipment and worked on both Army and Navy gear stateside and overseas.

You can't get Joe Shuskus to talk about himself much; he's too busy and too modest.

BAND WAGON

Kellard Company, downtown New York dealer, didn't hop on the RCA TV band wagon, they set up their own, with the help of Conrad Odden's district. In an all-out push to sell not only RCA merchandise, but Service Company contracts as well, they set up this "Trailervision" with servicemen help, after their own men had bogged.



Joe Holds that Scanning Line

ALTHOUGH HE REPORTS TO ED STANKO, Joseph E. Steoger actually is a one-man business within this company. His title is field service supervisor of Kinephoto equipment: TV film recording camera (which takes pictures from the kinescope) and TV film projectors. He's not only supervisor, but the whole staff—the one and only serviceman handling these highly technical products.

And since virtually all major TV networks in the country use RCA-developed kine recording cameras and film projectors—for virtually every program they put on—Joe has a busy life. He's a lean-faced, quick-moving fellow who goes about his work coolly and anonymously.

Recording TV pictures with a specially-adapted 16-mm motion picture camera is the synchronous miracle of this age of miracles. The recording camera operates at a speed of 24 film frames per second. Tele images are based on 60 fields, or what amounts to 30 frames, per second; a TV field is one scanning of an interlaced picture.

Each picture filmed is a recording of odd and even fields. The exposure and film pull-down of two film frames must be fitted into five TV fields to synchronize the difference between the 1-60th of a second TV field and 1-24th of a second film frame. So, two TV fields are recorded to make a complete interlaced TV frame in 1-30th of a second.

Now the film must be pulled down for the next exposure. The next exposure begins in the middle of the field, because the film was being pulled down during the first half of the field. This exposure consists of the bottom half of that field, all of the next, and the top half of the succeeding field. The film pull-down occurs during the last half of this fifth field, and the cycle repeats itself.

Camera exposure time is accurately maintained within less than one-half of a scanning line. This exact timing assures 525 TV picture lines for each camera frame exposed.

The recording camera and shutter are driven by synchronous motors which are themselves synchronized with the television system. The shutter is driven by its own 3600-rpm motor which operates it at 1440 rpm. Precision gears make this perfect synchronization possible. A separate motor, working in synchronism, drives the film pull-down.

The recording camera is built by John Wall Camera Co., Syracuse, to RCA specifications. It is an adaptation of their own camera, used by Hollywood in shooting newsreels. The reason for employing 16-mm instead of 35-mm equipment is cost. The kine camera in a TV studio gets more use in a week than a Wall camera in Hollywood gets in a year. The studios film virtually everything they feed the nets.

This is done for many reasons: to re-run the program at audience peak loads, to record programs for documentary purposes, for syndication of programs to remote stations, for rebroadcast because of differences in time zones, or to prepare for the performers' vacation.

NBC used this recording system about 18 months ago to film programs for rebroadcast at stations not on the coaxial cable. That is where Joe came in, and was trained in servicing at Advanced Development in Camden for several months and at Wall's. Camera operation, at first, was rough; it was so critical. Black and white lines kept ruining the pictures.

It is the picture splice point at the fifth field which causes trouble. A tolerance exceeding one-ten-thousandth of an inch produces undesirable lines. Joe learned to correct a narrow shutter by coating the edge with one-half thousandths of an inch of lacquer until the lines disappeared.



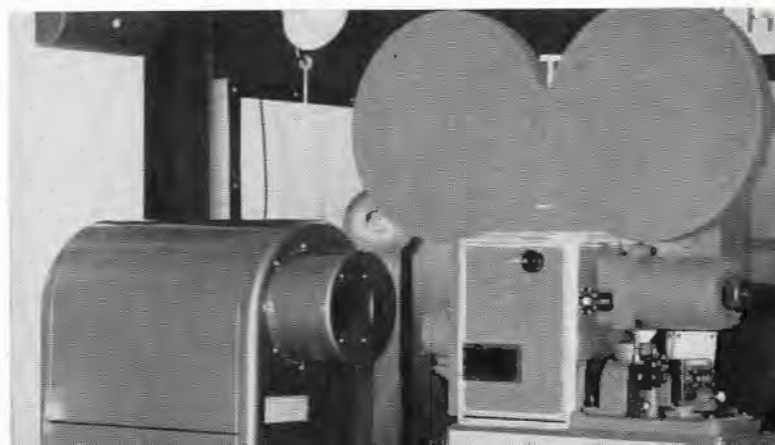
JOE STEOGER

Since an installation in New York, Chicago or Hollywood may consist of four of the recording sets, Joe doesn't get a lot of time off at home (wife and four kids). A defective camera usually must be shipped back to Wall for a complete overhaul. Repaired, Joe inspects it in Syracuse and flies it to the station.

DURING THE WAR Joe was located at the Norfolk Navy Yard where he serviced all RCA shipborne electronics apparatus. At the end of the war, put to work on the 16-mm projector, he brought out the 48-page *RCA 400 (FP10) Service Manual*. He wrote and illustrated the entire book in his spare time, took more than 1000 pictures of 16-mm parts in the cellar of his home in Mt. Ephraim, N. J. There was no other service manual like it in the field, and, revised once, it remains the standard in that field.

Joe was born in Prairie du Chien, Wis., which boasted a 400-seat movie. At 15, he was working as projectionist, helped put together the home-made sound gear. At 17, in addition to this job, he opened his own radio store; ran it for ten years. In '42, he was hired to take a Photophone circuit, was drafted into Government and ordered to Norfolk for the duration.

PICTURES are filmed from projection-type kinescope with RCA 16 mm camera, which handles 1200 ft. of film



From Hollywood to Home SERVICE sells RCA

FROM AROUND THE CORNER in Camden and the Pacific Slope comes applause for service, appreciated far beyond the money involved.

It's partly neighborliness which prompts customers in the Philadelphia and New York areas to write in congratulating RCA servicemen, but it's 100-percent enthusiasm which draws a letter all the way from a newsroom in Los Angeles to Camden, N. J.

Busy J. J. Amendt, of the *Los Angeles Examiner*, says he's "not one to write letters," but commends "a JIMMY HINES, who is outstanding, also your very capable and patient office manager, JAMES McALLISTER (both Hollywood)."

Nor are our techs without honor in the RCA family. The projection set in the home of Vice President E. C. Anderson, of RCA Princeton Laboratories, needed attention.

"Thank you very much for sending JOHN DICKEY (White Plains)," wrote the lab chief to Service Company Vice President J. A. Milling. "Mr. Dickey was most courteous, most careful and most painstaking, and did an excellent job. It's great to feel that you are a part of an organization that has servicemen of this caliber."

A letter received by Customer Relations head, Frank Smalts, tells a familiar story, the Bay Ridge branch on stage: "I wrote to you last week to express my dissatis-

faction with the service on my television set . . . I am writing now to tell you my reception is as good as it could be made in this area and I am pleased." This communication, and others, prove that a customer doesn't mind spending money on his favorite luxury if he gets service for it: ". . . ARTHUR FREDRICKSEN with RAGNAR HULTMAN and ARTHUR HANSEN (all Brooklyn) made several changes and adjustments on a set and were most cooperative and industrious . . ."

From Rahway, N. J., a rave for JOE GOMOLA: "He is, above all, efficient, intelligent and courteous. We thought we had fair TV reception, but, after Mr. Gomola checked and repaired our set, we have 100-plus-perfect reception."

From New York to the L. I. City branch, a "token of gratitude" for tech JOHN BROWER: "The service I was getting on my RCA Fairfield was very poor; as a result I spent weeks watching programs with very bad reception. Thanks to Mr. Brower, last night I was fully able to appreciate and enjoy the Fairfield."

In Chicago, ROBERT SHUGARS, of Oak Park, promptly kept an appointment to have an antenna installed, at the flat rate of \$29.95, states the customer, who wrote in "to inform you of the wonderful reception I am receiving on all channels."

At the same branch, WILLIAM EDWARDS went out and solved a difficult problem, inspired a complimentary letter. DONALD

MAURER and PAUL MATTILA, the Bronx, were considered "miracle men" by one customer. CHARLES ANDERSON, in one of several highly complimentary letters received by the Northeast (Phila.) branch, was cited as "just another instance why it pays and is a pleasure to do business with RCA." And DONALD HARKNESS, by his "unusually pleasant and gentlemanly manner and obvious interest," is responsible for his client's recommending RCA service all over Philadelphia.

LOUIS BOSCO (Fort Lee) was so "pleasant and courteous" while installing an antenna that he made a Ridgefield Park (N. J.) woman contented that her husband had insisted on an RCA set when she very much wanted another. In Baltimore, JOHN CLARK made a woman happy even though repairs could produce only "fairly good reception" in a spot where all reception is "very bad." In addition, John had to add an \$8 bill to a \$4.95 charge already made. But she wrote "many thanks!"

JAMES FUCCELLO and EDWARD PARKER conquered channel 13 for a Flushing, L. I., customer. Clients of RICCO BONETTI, Pittsburgh, want his toppers to know how pleased they were with his help. In Springfield Gardens, N. Y., Manager STANISLAUS SYMOLON and his personnel were complimented for promptness and efficiency. Other letters commended service in Collingdale, Pa.; Akron, O.; St. Louis, Mo.; Cambridge, Mass.

Dangerous Driving in 10 Easy Lessons

(Courtesy U. S. Fidelity and Guaranty Co.)

1. Hogging Cross Walk

AN EASY WAY TO ANNOY PEDESTRIANS



2. Jogging Car Back and Forth

KEEP FOOT TRAFFIC GUESSING



3. Approaching X Too Fast

MAKE YOUR TIRES SQUEAL TO SCARE 'EM



4. Starting Too Quick

YOU MIGHT EVEN HIT TWO AT ONCE



5. Crossing on Amber or Red SCARE PEDESTRIANS AND OTHER DRIVERS



6. Turning Bumper to Bumper THEY SHALL NOT PASS!



7. Cutting Corner Too Close MAKE 'EM JUMP BACK ON THE CURB



8. Right Turn from Left Lane TEAR OFF YOUR NEIGHBOR'S FENDER



9. Stopping Too Suddenly THE DRIVER BEHIND MAY SMASH HIS GRILLE



10. Hair-Trigger Horn Blowing JUST TO AMUSE YOURSELF

PICKUP

SHE KEEPS ORDER



Mrs. O. R. Mancz

Whether it's packing four kids off to school or keeping a batch of technicians in order, it's all in the day's work for MRS. O. R. MANCZ, scheduling clerk at the Flushing (L. I.) branch.

Equipped with phenomenal energy, a photographic memory, technical vocabulary and working knowledge of the field, she has the respect and confidence of every serviceman in the branch; handles 90 calls a day with never a crossed wire. Manager EU WOZNIAK says her work is *outstanding*.

Mrs. Mancz came to the company in '48 as a telephone clerk at the old Jackson Heights branch, won the spotlight the next summer by credit & collections efficiency, and was made scheduling clerk. Before joining RCA, she was a credit interviewer for two Jamaica department stores. She has a husband and four children; manages her own home in Queens Village.

70,000 Pilgrims Hear Via RCA Loan

A letter to RCA's president, Frank M. Folsom, not only expressed the gratitude of 196 men, and indirectly 70,000 more persons, but especially commended Manager M. E. WHEATON and H. K. LUBCKER, of the Philadelphia district.

At the request of Vice President John K. West, RCA Victor public relations, these men installed a public address system in St. Joseph's Church, Hammonton, N. J., for use during the festival sponsored by the local Holy Name Society, from July 10 to 15. The society president, in his letter of thanks, explained that the annual festival attracts upwards of 70,000 pilgrims.

\$5 in the Kitty

The contest for a better moniker than *Pickup* for this page is not closed, just postponed.

Not a name has been submitted since the last issue. Though clever suggestions are in hand from the past, none is quite pertinent to the company and its especial business.

A good name still is wanted. And that \$5 waits in the *Service Nexus* kitty.

Battle of Signs

R. H. HECHT knows where he lives today (at least at press date), but only the Misses Evans and a Mr. Delano can decide tomorrow. It seems that out in St. Louis County, Mo., the Technical Products engineer has his home on the same lane as two spinsters and a gentleman who still are strong on pioneer spirit. One day, Hecht's address is 8635 *Evans* Lane; the next it may be 8635 *Delano* Lane, depending on which family's claim is holding.

PRIZE MONEY

Heading the list of latest suggestion award winners are JOE HATCHWELL, formerly Quality, now in the Pacific; J. LERSTANG and B. F. SCHROEDER, Franklin Square. For a suggestion on use of the rotator for installation and orientation, these three shared a \$500 prize.

JAMES DUGGAN, L. I. City, received \$150 for his method of antenna operation and installation of receivers sold to the Statler organization. PAUL SCULLY, Camden, came off with \$40 for new employment of wooden transmission line reel holders. For substitution of 9T270 mask for 8T270 and STK320 masks, WALTER AVERMAN, Pittsburgh, \$10.

Always needed and always worth cash are ideas which will: save time, reduce waste and rejects, improve quality and safety conditions, conserve material, simplify production.



Bill Zaun awards Joe Hatchwell

Whirlwind Tech

Not every engineer has the elements helping him like KEN HERRICK who arrived in Lima, O., arm-in-arm with a tornado. "I signed the Lima Drive-In service contract immediately after the twister hit," he said.

FINANCIAL DIVISION affair last summer attracted its entire home office force to Silver Lake Inn, N. J.



TECHS CONSULT OVER ANTENAPLEX



FROM THE BRANCHES for Antenaplex briefing technicians inspect Hahnemann Hospital (Phila.) installation (111 outlets from one amplifier). First row, from left: W. Stone, R. Patrovich, both L. I. City; J. Jepson, H. Nodell, both Camden. (2d row) H. Smith, Antenaplex sales; J. Gruszkos, Newark; J. Alexander, Flushing; W. Sanders, Detroit; A. Sjoquist, Cambridge; J. Wiesenfeld, Pittsburgh; J. Ogilvie, Phila. dist. mgr.; P. Wagner, Cambridge mgr.; J. Zabor, asst. Antenaplex engineer; K. Spruth, asst. engr., Chicago; J. Brendell, St. Louis (Back row) R. Sherrill; R. Boese, Oak Park; J. Brewer, Chicago; J. Marchetti, Collingdale; E. Pedersen, Hollywood; C. More, chief Antenaplex engr.; J. McGee, Baltimore; K. Flor, Camden; H. Knapp, Washington; Bill Bahlke, Antenaplex chief; J. Falkenstein, Camden mgr.; J. Gunn, Antenaplex engr., Chicago; R. Kohn, Milwaukee; R. Shoemaker, Collingdale mgr.; H. Kennedy, Denver; R. McMillan, Cincinnati; J. Glendinning, Dallas

PRESIDENT ED CAHILL addressing the last session of a theatre TV training program, Sept. 15, put on by the company, with Engineering Products, for selected members of the International Alliance of Theatrical Stage Employees & Motion Picture Machine Operators. This, first institute of its kind, presented fundamentals of instantaneous and intermediate TV film systems, operation of 16-mm and 35-mm terminal TV equipment, and PT-100 TV system, to 30 projectionists from all over the U. S. RCA tele systems are being installed in theatres in ten cities.

Post Graduate Course



RCA SERVICE COMPANY NEWS

The RCA Service Company News is published at Camden, New Jersey, for employees of the RCA Service Company, Inc. Editorial offices are located in Building W3, Floor 1, Extension 165.

Editor
MANNING SMITH

Vol. 7, No. 10

October, 1950