

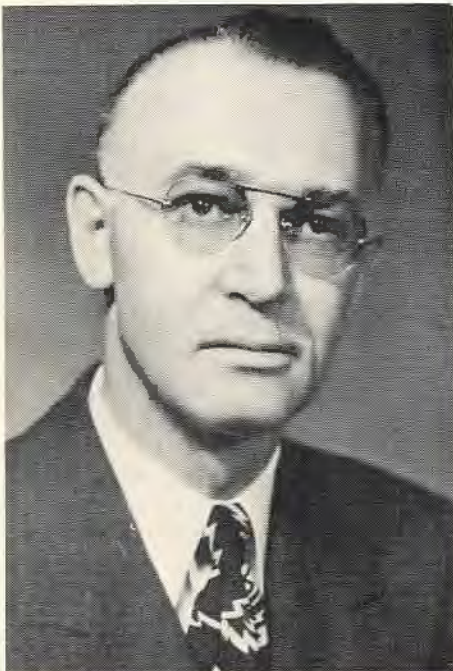
May, 1949



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

## ● Looking Ahead

We're always looking ahead---the future seems to hold so much. We plan, and back of most plans lies the idea of security. That's why I'd like to remind you today that an opportunity to add to your future security lies in the purchase of U. S. Government Savings Bonds.



**ED CAHILL**

Once again Uncle Sam is promoting a program in your interest. Your company is helping him by offering a payroll deduction plan to all employees. You simply fill out a request for regular weekly deductions in any amount. When deductions reach \$18.75 you receive a U. S. Government Savings Bond worth \$25 in 10 years.

They're a real buy when you consider the liberal interest return for such a secure investment. Also, there isn't a smarter way to save than through regular payroll deductions. A few dollars deducted

## Going Gets Tough For Forty-Niners

Forty-Niners across the country will have to dig deeper for industrial gold as they move into the fourth week of the Industrial Gold Rush is the observation of Big Boss Adolph Goodman.

As we go to press only 11.4% of the national quota has been reached and four districts have come up with nothing but fools gold.

Brightest figure on the golden horizon is "Corn Cob" Whitney's Cleveland District with 32.3% of their nuggets mined. Prospector G. E. Chase has been a big factor in the Cleveland digging, and stands top man with 20,856 gold points. Partners F. M. Armstrong and C. S. Brown are in there too, but J. M. Meyer of Dallas is out to stop the Cleveland gang from cornering the market.

Complete standings of the district diggings at the moment is as follows:

Cleveland . . . . .	32.3%
Philadelphia . . . . .	21.2%
Boston . . . . .	15.9%
New York . . . . .	11.2%
Dallas . . . . .	9.4%
Pittsburgh . . . . .	8.0%
Atlanta . . . . .	7.8%
Chicago . . . . .	0.0%
Kansas City . . . . .	0.0%
San Francisco . . . . .	0.0%
Hollywood . . . . .	0.0%

(See Editorial on Page 2)

automatically is never missed, and you've saved real money before you know it.

Talk things over tonight at home. Decide how much you can save each week without hardship. Then sign up for bonds tomorrow with a member of the committee or send deduction authorizations to Howard Johnson, bond drive coordinator in the Personnel Division.

Ed Cahill

## Theatre Engineers Hit Big Month For Signings

Art Jackson's Los Angeles team put on the pressure last month to sign up twenty-four theatres---nearly in the one a day class. Thus, they topped the nineteen contracts of neighbor Stub Schultz's San Francisco District and Harry Mayer's Chicago engineers. Other districts finished in the following order: Dallas and Philadelphia, tie for 4th; New York, 6th; Cleveland, 7th; Atlanta, Kansas City and Philadelphia, tie for 8th; and Boston 11th.

Ben Biben, Philadelphia Supervisor, was top man with 11 contracts, beating H. M. Berliner of Los Angeles second with 6 and Chicago's D. W. McMullin who signed 4 for third.

Five men who got three agreements each are: E. deNeuf and G. E. Williams of San Francisco; H. M. Morrow of Pittsburgh; K. C. Page in Chicago and New York's E. E. Soper.

Two signings each were turned in by fifteen men, including: H. H. Ball, F. L. Brown, R. E. Cocroft, R. H. Hecht, G. R. Matlox and R. O'Toole of Chicago; L. N. Browne, L. M. Corridori, C. M. Lund, J. M. Meyer, V. F. Munson and B. B. Savage in Dallas; and G. P. Knapp, E. W. Berger and N. E. Fantz at Philadelphia, Pittsburgh and San Francisco respectively.

One contract each was negotiated by the following: Atlanta - F. E. Bassett and M. E. Studt; Boston - F. Gookin and P. Woodman; Chicago - C. D. Welch; Cleveland - G. A. Horton, A. L. Knowles and A. D. Miller; Dallas - J. W. Carpenter, J. S. Gremillion, Supervisor A. S. Riley, R. G. Stokely and H. P. Tyner; Kansas City - E. W. Branch, J. H. Moore, R. S. Murphy, W. C. Waller, F. M. Walls and C. W. Wolfe; New York - E. D. Clifton and M. L. Stansbury; Philadelphia - R. L. Brierly, M. Rushworth, R. W. Rushworth and R. S. Sear; Pittsburgh - C. R. Shepard; and San Fran-

(Continued on Page 10)



## 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 WO, Floor 2, Extension 193.

Editor  
JOSH BILLINGS, JR.

Vol. 6, No. 5

May, 1949

### ● Letter to the Editor

Without a doubt, field engineers in the pursuit of their daily duties come in contact with many colorful characters in the show business, whose views on various phases of the show business make colorful stories. A suggestion is made that a column be inserted in the Service Company News for the airing of these stories, with a view to the humorous side, and let the engineers write them up in their own style for publication. Other field engineers have had the same opportunity of meeting "Colorful Characters in the Show Business" that I have, and I feel sure that a very interesting column would result.

C. R. Shepard

(Ed. Note: Fire Away!)

### ● Credit Where It's Due

Walt Gilreath, Dallas District Manager, calls our attention to credit given him in stories in the March issue of the News as being undue specific recognition. He tells us that Field Engineer Charlie Scroggins was responsible for securing a testimonial from 20-year customer Mr. Sam Schwartz. Also our praise for the signing of Leon Circuit Theatres should be directed to Supervisor Charlie Moore. Stories were based on information forwarded to the News Office, and we apologize to all concerned for the error.

### ● Out of the Saddle Bag

Prospectors, Surveyors, Sourdoughs, et al are apparently having some difficulty striking rich industrial veins in the current Forty-Niners Campaign. Yet there's more gold than we can carry if we look around a bit. For example, let's examine the field of Industrial Sound Systems Service.

Do you know the RCA Sound Systems Distributor in your digging? Are you acquainted with his salesman? If not, you're passing up an opportunity to get some ex-

### ● Let's Listen In

Walt Gilreath, Dallas District Manager, recently addressed his field engineers in a letter containing some ideas worth thinking about. We print it here without further comment.

"Fellows, let's relax and talk a while. I have a desk job and you have a field job, but the way it turns out I have to spend a lot of time traveling, and you spend much of your spare time writing. Seems like we're all mixed up, doesn't it? You have troubles and I have troubles. I don't mind mine, and try to help you with yours. We are still working for the best company in the USA (which means the World to all of us), and we have the most understanding and tolerant bosses within our own or any other company. Let's relax and enjoy our position. I have several things to say, and in turn invite your comments on any of them.

"First my job: I am not a boss in the usual sense of the word. I am in Dallas to direct your activities and report to the Home Office on assignments given us.

"This brings up your paper work. You do the work, and I can't report to the Home Office until you report to me. Without proper and complete paper work we don't collect for work we have done. You got paid, and you did work, but not your job. The associated paper work was part of the job you were paid to do.

"What we do today is the basis of our planning for tomorrow. If those who direct our efforts are to plan intelligently for tomorrow we must keep them posted as we go along. Our jobs are at stake and our future security. If you will get your reports to me, I will get them to the Home Office. RCA is a leader, but to keep it that way we must all do our part and work together. Monthly reports, T&E sheets, work reports, sales reports, special reports, comments and suggestions are essential. One man can tie up our entire operation by withholding his T&E sheets. As for comments, study our schedules. Tell us if you find errors such as theatre o-

cellent tips on service prospects. Since the Distributor and his salesman sell RCA Sound equipment they can tip you off, perhaps even introduce you, to prospective accounts.

In addition, we have an idea that's particularly good for prospectors who live and work at some distance from distributor's offices. Ever try using the yellow pages of your telephone directory? They're full of potential customers. Here's a starter and you can probably add to the list - schools, auditoriums, public buildings,

missions or listing of theatres dropped from service. Comment on how your scheduling could be improved. We need your help.

"Relax, analyze your job and plan it, and you will see that it is easier than you thought. Forget about yesterday's job or what could happen tomorrow when you're on the job today. Ever try it?

"Work accomplishes nothing unless we collect for it, and collect more than it cost us to do it. Here is a joker. We are doing more work now than a year ago, yet showing a smaller profit. Expenses are out of line and much too high. It's up to each of you to find ways and means of substantially reducing your expenses. If you don't, we will have to take it up with you individually. Don't make this necessary.

"Contests have been inaugurated to solidify our position and make our jobs secure against the effects of any change in the national economic trend. You fellows have been on the top in contests, but, fellows, forget about prizes for a while and sell in the interests of our security in the future years. Let's see more interest in current Service Company drives. I would not be surprised if you are National winners in the Theatre Equipment Sales Drive; so try to do as much for the Service Company. "You fellows are the important men in the district. You deal directly with the customer. To the customer you are RCA. Be RCA then. Don't be a go-between. See the job and do it. Since you are RCA to the man you deal with, uphold our prestige. Be sure your shoes are shined, your suit pressed, your hair cut, shaved, and neatly dressed. Don't let him think of us as garage mechanics. Keep your car cleaned and polished. People like to deal with a prosperous and successful man or company. We collectively and individually are both but we must show it if others are to know.

"You have done an outstanding job in the past and I would like to see '49 just as good or a little bit better."

Regards,  
Walter Gilreath

bowling alleys, roller skating rinks, arenas, amusement parks, race tracks, hotels, hospitals, restaurants and night clubs.

Sound systems are more frequently than not located in above mentioned places. If you find your prospect is without a sound system perhaps you came to the right place to sell RCA equipment and RCA service. Try!

If you make up a list - call on just 10 prospects each week - you'll uncover some of that real shiny stuff - gold. Good Luck!



# Service Tips for Theatre Engineers

Edited by ED STANKO  
 Technical Section  
 Theatre Service

## Replacement Speaker for PG-59 Monitor

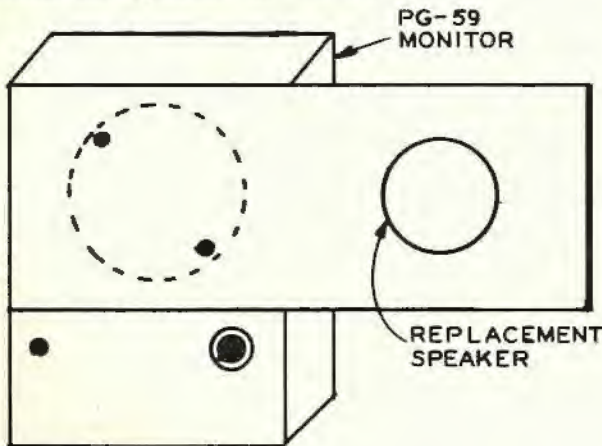


FIGURE 1

Recently I had PG-59 monitor amplifier speaker failure, due to open voice coil. Since this cone and voice coil is obsolete, I substituted a stock #70177 PM speaker, such as is used for PG-105 replacement. I mounted the new speaker on one end of a piece of pressed wood, about ten by twenty inches and then mounted this board on the face of the monitor unit, using two of the screws that held the old speaker in the cabinet. The board can be painted to match the cabinet, and a screen can be mounted in front of the new speaker cone for protection. See Figure 1.

H. M. Morrow

## Testing 809's in a PG-250-251

Recently I attended a Drive-In theatre that was serviced by a competitor. The equipment was a PG-251. The sound quality was not good. From a listening point in the car it sounded as if all the 809's were flat. After the performance, I made a trip to the booth and confirmed my observations. The idling plate currents as shown by the meter are of very little value. The manner in which I determine the tube operation is to correctly load the amplifier with the dummy load, and connect a BFO into the system and read the power output. When the output is just about maximum, read the plate currents on the 809's, first one side and then the other. If the tubes are in good condition, they will draw considerable current when being driven hard with the BFO. A poor tube will not read very high. Of course, when the meter reading is low, it is necessary to check by substitution to find out which one of the two tubes in question is low. I have found it very desirable to have the 809's in first class shape. It takes just a few minutes to make this check, and I do it every call. The extra effort pays dividends by keeping the systems in perfect condition all the time.

E. A. Doyle

## Increasing Gain of MI-9333 Pre-Amplifier

Where additional gain is required on PG-250/51 Drive-In theatre equipments, the gain of the MI-9333 pre-amplifier can be increased by replacing the second stage 6J7 with a 6F5.

C. L. Swinney

## Simplex Projector Door Modification

Where Simplex projectors are used on MI-9030 and similar soundheads it may be found that oil splashed on the back cover of the projector runs over the edge of the projector mounting (oil collecting) plate. This may be remedied by beveling the lower edge of the bottom half of the cover so that the bevel is on the outside. This causes any oil drippings to fall into the collecting plate and prevents seepage under the edge of the door by capillary action.

C. D. Welch

## Modification for PB-85 Control Unit

When having trouble with the PB-85 sound control unit, I suggest removal of the neon indicator lamps and sockets. Then install DPDT switches. Connect output leads of PEC transformers from each machine in series. The DPDT switches are connected so as to short out the leads of the transformer not in use and open leads of transformer in use. This circuit is similar to PG-105 exciter lamp changeover, except that it places a short circuit across the transformer. It is noiseless in operation.

G. E. Reiger

## Telephone Extension

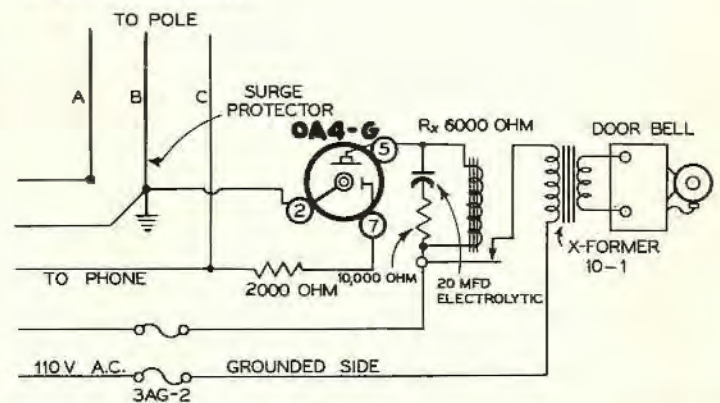


FIGURE 2

For those who like to work in the back yard and yet be able to answer the telephone, a bell extension described below is very convenient. The telephone line has 48 volts DC between A and C, and A and B, so to prevent the initial bias from operating the tube it is necessary to use the B-C circuit to control the OA4-G. About 100 volts 20 cycles is available when the ringing current comes in from the exchange. Caution should be used when connecting the 110 volt AC line to make certain the grounded side of the AC circuit corresponds to that shown in the schematic of Figure 2.

H. H. Quackenbush

(Continued on Page 7)



## Service Problems Put at Minimum With RCA's New Record-Phono Design

### 45 R.P.M. System Has Many Advantages

When RCA Victor's new Record Reproducing System was introduced to the public a few months ago it came on the crest of a half-century of experience in the record industry. Specifically it was the outgrowth of ten years of research and creative thinking to develop a record and phonograph compatible in every way and offering the ultimate in listening pleasure. The hopes and dreams of RCA engineers and music lovers everywhere are realized in RCA's simplified, distortion-free 45 r.p.m. System.

A minimum of service and adjustment is required in view of the simple uniform design and operation of this compact lightweight unit. Superior quality reproduction is offered for the first time at low initial cost with long life assured.

#### RECORD FEATURES

New records for the system are a standard 7 in. size, and come in seven classified colors. Red disks are for classical recordings, and black are popular. For popular classical there's midnight blue, and children have their pick in yellow. Blues and rhythm are heard on cerise while green denotes country and western. For international numbers there's sky blue. When the new system was introduced RCA Victor had hundreds of the most popular selections ready for the public, and the list is growing rapidly.

All records are unbreakable vinyl with five and one-third minutes maximum playing surface per side - same as 12 inch 78 r.p.m. - yet they weigh only 1.1 ounce against 10 ounces for conventional 12 inch shellac type record. They're thin too, thus, 150 can be placed on one foot of shelf space which holds only 132 of the 78 disks. Of course the new record easily fits on any bookshelf while special shelves are usually required for old type records. Shipping and storage savings are obvious.

#### WHY 45 R.P.M.

In creating this new system many factors were considered - fidelity, size of the record, playing time, speed and efficiency of the phonograph, etc. Theoretically, almost every record - regardless of make or size - can have a "quality zone," a portion of the record in which no distortion occurs. Any sound beyond the limits of this zone

falls into the distortion range. The new RCA Victor 45 r.p.m. is the first to be recorded entirely in the "Quality Zone" - the first record to be distortion-free over its entire playing surface.

To get required playing time on such a small surface, record groove width and spacing was diminished and the speed of cutting and reproducing turntables slowed down. RCA engineers established a speed of 45 r.p.m. after rigid tests proved that any slower speed, within the high standards set, would introduce distortion.

#### UNIQUE DESIGN OF PHONO

Phonographs of uniform design are manufactured for use as attachments to radios and consoles, as self-contained units with built-in speaker or built-in combination models. All are well-styled, compact, lightweight units from an operational standpoint. Only the centerpost and tone arm extend above the motor board so loading and unloading proceeds unhampered. This is further facilitated by the 1 1/2 inch spindle which holds records and drops them one at a time during change operation. A comparable size hole in the center of each record eliminates hunting for position, jamming and minimizes spindle hole wear.

#### FASTEST CHANGE ACTION

Actual change cycle is 1 1/3 seconds offering the fastest change action in the world. This is possible since a speed of 45 r.p.m. permits the cycling mechanism to operate directly from the turntable cam.

## THE MADAM X



Model 9EY3 is the call on the modern 45 r.p.m. changer seen above.

Elimination of the usual chain of gears or other speed reducing parts plus the fact that one size record obviates parts required to land at two locations means fewer moving parts. These factors and decreased size of components puts the total weight of the changer exclusive of case at only 5 lbs. 15 ozs.

A sapphire stylus with a tip radius of 9/10,000 in. in the pickup end of the tone arm rides the record with only 5 grams pressure on the groove to give minimum wear and surface noise at point of contact.

## Service Tips

Servicing record changers is no job for an amateur, however, the simplified operation of RCA's new system should present no great problems to a keen observer with mechanical and electrical experience using knowledge, common sense and a few ample tools. From the knowledge standpoint, Service Data and Supplementary Information on the changer in question is im-



FIG. 1. A handful of major aids are required to service RCA's simplified record reproducing system.



portant, and common sense must be used to apply what is learned.

**TOOLS NEEDED**

A display of tools in FIGURE 1 also includes STA-PUT No. 320 for lubricating slow speed bearing and general lubrication where oil is required, except for the motor where Singer Household Sewing Machine Oil is recommended. STA-PUT No. 512 grease serves on the cam track.

For loosening and tightening certain screws a conventional quarter-inch wrench is convenient, while a spin-tight type (not shown) works well in many locations. A fine stone for smoothing rough lever edges and familiar pliers, screw drivers, brush, cement and ruler are essential. More elaborate equipment may substitute if satisfactory. Cement is most helpful in keeping springs in place.

To check tone arm pressure a scale for 5 grams is desired, and examination of sapphires calls for a good magnifying glass since you can't feel a chip on a sapphire. Feeler gauges or a .010 in. thick card is necessary when adjusting the vertical play or clearance in the tone arm vertical pivot shaft. A sapphire guard should also be handy for stylus protection.

No. 10 Allen set-screw has just the right dimension hexagon hole in its head to act as a wrench for loosening and tightening the nut which holds the sapphire in the crystal, while a No. 6 Bristo wrench is required on some changers to fit Bristo screws holding the star wheel in place.

Speed checks call for a stroboscope, and an extension cord with switch and female plug at one end is a handy item. A soldering iron is needed for soldering and unsoldering crystal pickup cable at the muting switch, and, of course, you can't test a record changer without records. An ample set should be on hand.

Other items not shown which may be needed are:

1. An audio amplifier or other suitable means of checking a crystal pickup.
2. An A. F. Cable to connect the changer to an amplifier.
3. Stand or frame to hold changer while rendering service.
4. Any special or heavy tools such as tools which may be needed to fasten loose studs.
5. A fluorescent or neon lamp to use in conjunction with the stroboscope to determine speed.
6. Any other tools dictated by the requirement.

**UNPACKING NEW INSTRUMENTS**

Haste makes waste so unpacking instructions are important. Packing and shipping screws and material should be removed accordingly. Care in handling is a must particularly regarding the sapphire stylus. Once set up the customer should be instructed, and encouraged to read the instruction booklet.

**SERVICING PROCEDURE**

Step No. 1 in service procedure is getting the customer's actual complaint. Guesswork is out. Be patient, and hear his story. Then observe the operation to determine trouble. Thus, you avoid fumbling. When the faults are noted, adjustments should be made in planned sequence. Independent adjustments come first and then secondary adjustments.

Use of good records for testing and checks on each operating characteristic several times following repairs are two good tips.

**USING THE RIGHT STYLUS**



FIG. 2. You can't spot the difference without coding.

When you consider that the tip radius of a sapphire for 78 r.p.m. playing is .003 in. and only .0009 in. for 45 r.p.m. play, (see FIGURE 2) it's easy to understand that sight and feel are poor tests for selecting the right stylus. RCA color stylus coding on the wire bridge eliminates guesswork. White identifies the 45 r.p.m. stylus, there

**STYLUS CODING**

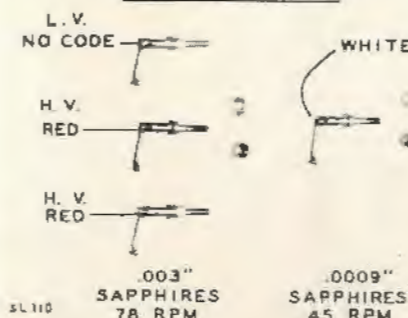


FIG. 3. The right stylus for the right record is important. With RCA coding you can't go wrong.

is no identification on the low-voltage low-voltage low-noise 78 r.p.m. sapphire and red denotes the high-voltage high-noise types. (See FIGURE 3)

**ADJUSTING TONE ARM PIVOT**

In FIGURE 4 we see adjustments being made on the tone arm pivot. The pivot screw should be tightened slightly on as-



FIG. 4. Proper adjustment of tone arm pivot is important to change and play operations.

sembly and adjusted later to allow slight play between it and the vertical shaft. Excess play will cause failure to trip, intermittent tripping or erratic landing. If too tight, binding occurs with distortion resulting from incorrect tracking in the grooves.

When adjusting the pivot screw the pick-up end of the tone arm should be moved back and forth from side to side with play movement under 1/32 in. Recheck by trial following adjustment for the pivot screw may move slightly when the locking screw is tightened.

**STARWHEEL TIMING**

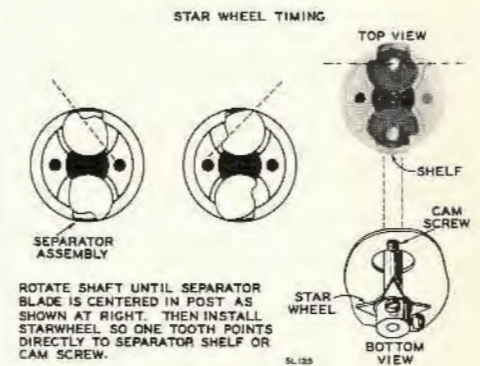


FIG. 5. Starwheel timing is the key to smooth change operation.

As previously mentioned, the new system has the fastest change action in the world. This is made possible largely be-

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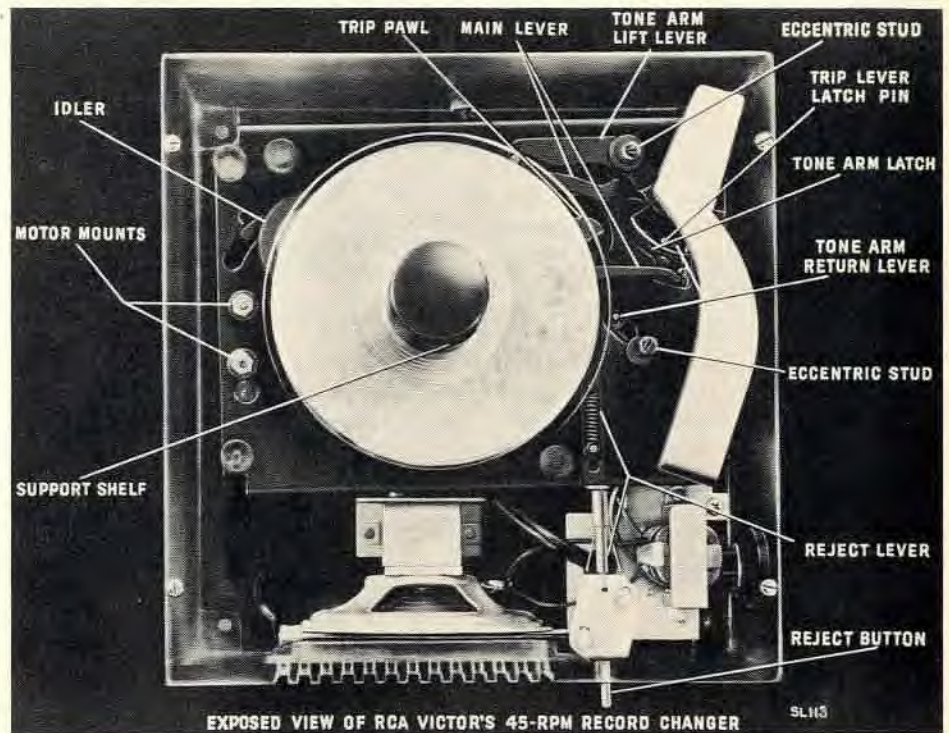
cause change power is taken direct from the drive gear shaft by a starwheel fastened to it as shown in FIGURE 5. Since any brake on the starwheel puts separator parts into play for a change action it must be properly adjusted for timing.

With turntable assembled to motor board the drive gear shift is rotated by hand while fingers hold the separator shelves at the top. When the separator blade nose is emerging from the slot as shown in the left drawing of FIGURE 5. The shaft is turned in the opposite direction until the blade heel is coming out as in the center illustration. Determine shaft position midway between these two positions and place the starwheel with one tooth directly under a cam screw as shown in right of figure. Recheck after tightening screw on starwheel.

**RECORD SEPARATION OPERATION**

The unique blade separator operation which occurs during record changes oper-

(Continued on Page 7)



**Service Engineers Conduct Training Program To Speed Know-How on 45 R.P.M. System**

With the advent of RCA Victor's new 45 r.p.m. Recording System, the RPT Group, headed by P. C. McGaughey decided that many benefits would result if field engineers of the Service Company would conduct a training program on aspects of the new system, particularly regarding service. Tom Flyth and Clint Walter with some assistance from others in the RPT Group have prepared a lecture and accompanying film-slide presentations for meetings with RCA Victor Distributors, Dealers and independent radio phonograph servicemen across the country.

Since the new 45 r.p.m. is the logical successor to the 78 r.p.m. phonograph as the standard record player in the home, the spread of know-how on the new instrument is vital. Twelve field engineers will conduct more than sixty distributor sponsored sessions.

Practical servicing information including operation of all parts is offered through the lecture, slides and breakdown demonstration. In addition, time is provided for a question and answer period.

Of course the customary service notes prepared by Mearle Tilden's Publication Section are available. In this instance Leon Fetter has provided well-ordered service data and diagrams.

The training program, instituted with Tom Flyth's initial lecture in the Little Theatre of the national office, will con-

tinue through May and June. A list of the meetings scheduled to date at RCA Victor Distributors follows. This is subject to change without notice.

Albany, N. Y.	5/9
Allentown, Pa.	5/18
Baltimore, Md.	5/4
Bangor, Me.	5/26
Billings, Mont.	5/24
Binghamton, N. Y.	5/17
Bluefield, W. Va.	5/19
Buffalo, N. Y.	5/12
Cambridge, Mass.	5/10,11
Charlotte, N. C.	5/12
Chicago, Ill.	5/11
Chattanooga, Tenn.	5/3
Cincinnati, Ohio	5/3
Cleveland, Ohio	5/11
Columbus, Ohio	5/5
Dayton, Ohio	5/4
Denver, Colo.	5/18
Des Moines, Iowa	5/5
Detroit, Mich.	5/23
E. Hartford, Conn.	5/30
Harrisburg, Pa.	4/27
Huntington, W. Va.	5/17
Indianapolis, Ind.	5/20
Kansas City, Mo.	5/31, 6/1
Knoxville, Tenn.	5/10
Lincoln, Nebr.	5/19
Los Angeles, Calif.	5/11
Louisville, Ky.	5/23
Memphis, Tenn.	5/26
Milwaukee, Wis.	5/20
Minneapolis, Minn.	5/25, 26, 27
Nashville, Tenn.	5/5
Newark, N. J.	5/19
New York, N. Y.	5/23

Norfolk, Va.	5/19
Omaha, Nebr.	5/18
Peoria, Ill.	5/26
Philadelphia, Pa.	5/11
Pittsburgh, Pa.	5/13
Portland, Me.	5/24
Portland, Ore.	6/9
Providence, R. I.	5/19
Reading, Pa.	5/17
Richmond, Va.	5/17
Salt Lake City, Utah	5/20
San Francisco, Calif.	5/20
Seattle, Wash.	6/3

(Continued on Page 10)

**NO MYSTERY NOW**



Tom Flyth gives initial lecture on "Servicing the 45 r.p.m. RCA Victor System of Record Reproduction," demonstrating its unique simplicity.



(Continued from Page 6)

ation is shown in the sectional photos and matching diagrams of FIGURE 6. A quarter section of several records was removed to permit photographing of one blade as it enters the air space between records during change operations.

At top in the figure we see two records resting on the support shelf. Center view shows the blade entering air space between records as change operation advances. Lastly we see support shelf retracted and bottom record dropped in place as other is held by blade. Blade then withdraws and shelf returns to hold records until next change.

Space does not permit further discussion but complete information can be obtained by studying Service Data and observing equipment operation.

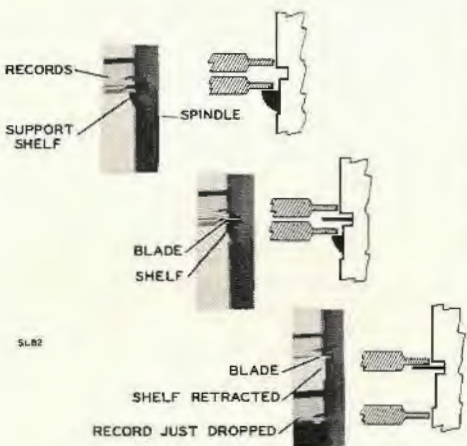


FIG. 6. No record slicing or misfire with RCA's new system.

## 16 TV Branches Register No Customer Complaints

Frank Smalts, Supervisor of the TV Consumer Relations Group, recently inaugurated a customer complaint rating system for TV Branch Operations. Grading is based on the number of complaint letters received, number of customers handled, etc.; and they may run from 0 to 1000. Perfect score is 0, and branches over 4.0 should get on the beam. Do the job right! Explain fully to the customer what he can expect of his television set.

When the March rating sheet appeared sixteen TV branches, mostly new openings, scored a perfect zero. They are: Syracuse, Bridgeton, Richmond, Miami, Dayton, Columbus, Akron, Louisville, Dallas, Ft. Worth, Houston, Memphis, New Orleans, Seattle, Salt Lake City and Albuquerque. Keep up the good work.

Ratings of other branches by district are as follows:

New England District - 3.24	
Cambridge . . . 3.96	New Haven . . 0.88
Cranston . . . 3.14	Andover . . . 0.67
So. Norwalk . . 2.12	
New York District - 7.14	
Sheepshead Bay 9.99	Fkln. Square 6.93
L. I. C. . . . . 9.22	Jackson Hts. 5.83
Bronx . . . . . 8.66	Springfield 5.36
Tomkins Cove. 8.51	Albany . . . . 2.84
Bayridge . . . . 8.01	Westchester 2.18
Brooklyn . . . . 6.98	Buffalo . . . . 1.50
North New Jersey District - 7.43	
Fords . . . . . 11.95	Newark . . . . 5.46
Cliffside Pk. . . 7.96	Trenton . . . . 4.63
Oakhurst . . . . 7.10	Glen Rock . . 4.70
Philadelphia District - 5.12	
Chestnut Hill . 5.97	Reading . . . . 4.92
Camden . . . . . 5.69	Gwinhurst . . 3.34
Collingdale . . . 5.00	Allentown . . 1.15

## Employee Sales Lists Spring Bargain Items

With RCA Victor's new 45 r.p.m. Record Reproducing System employees can now get music they want when they want it at its finest. Employee Sales suggests a home phono setup at bargain prices including:

- Model 9JY 45 r.p.m. player - \$19.00
- 20 Watt amplifier - 25.00
- 12 in. Speaker - 5.00

TV enthusiasts will be interested to know that kinescope masks for 16 in. are now available at \$1.25 each. They're factory rejects with slight scratches.

Sharp price cuts have been made on a limited quantity of console models. The 77VI in walnut now goes for \$99.50 while the 8V112 and 8V151 in blond with added FM feature are \$139.95 and \$239.95 respectively. New 45 r.p.m. players go free with each of these. Three TV consoles are also listed including the 8PCS41 projection type in walnut or mahogany at \$499.50. The 8TV321 and 8TU323 in blond with AM-FM, victrola and 10 in. TV are \$350.00 and \$385.00 respectively.

Washington District - 6.51	
Baltimore . . . 8.69	Atlanta . . . . 2.20
Washington . . . 4.31	
Detroit-Cleveland District - 1.98	
Cleveland . . . 3.30	Cincinnati . . 1.07
Detroit . . . . . 2.26	Toledo . . . . 0.63
Pittsburgh . . . 1.54	
Chicago District - 1.74	
Chicago (Mil.) 2.28	Chicago (69th) 1.37
Wilmette . . . . 1.80	Milwaukee . . 1.28
St. Paul . . . . . 1.65	Oak Park . . . 0.24
St. Louis District - .88	
St. Louis . . . . 0.76	
West Coast District - 1.11	
San Francisco. 7.59	Lynwood . . . 0.62
Hollywood . . . 1.15	

## Theatre Tips

Continued From Pg. 3

### Simple Test for ERPI Capacitors

A relatively quick and simple test procedure for filter condensers in ERPI TA-4035 and similar type power units has been used for some time by the writer. First remove all filter condensers from the unit, turn the sound system on with the fader at zero. Taking the condensers one at a time, touch them to the connections in the power unit which supply filament voltage to the 41 or 46 amplifier. Those condensers which are OK will reduce the noise to a relatively low minimum, while the defective ones will have only a slight effect or no effect at all on the noise level. Having classified the condensers, reinstall with the most effective ones in the section for the 41 or 46 amplifier, next best in the 49 amplifiers, and the remainder in the sections for the exciter lamps and signal circuits. Of course those that are defective should be replaced.

P. W. Harrison

### Brenkert Projector Adjustment

All Brenkert projectors are subject to a seemingly simple, yet very critical adjustment which might very easily be the cause of complaints in the field. I refer to the adjustment which determines the amount of applied torque necessary to swivel the movement itself. Should the spiral spring lose its tension, or as in older models, the screw pressure itself be light, the movement will bounce and a picture jump will occur. This jump may be anywhere from a tiny occasional tremor to one of considerable proportions. Please note: The adjustment referred to is not the double-lock nut near the hand wheel, but the screw on the movement.

A quick check can be made by turning the framing knob to either limit of its adjustment and holding it there while a film is run through the projector. A steady picture is proof that the condition exists.

A. L. Knowles



## Television Branch Notes

### BRONX

*L. Laws*

Congratulations and best wishes are extended to Mr. and Mrs. Cal Voss on the birth of a boy, and also to the Harry Krims, who recently welcomed baby Kathleen.

Best wishes of the entire Bronx Branch go along with Joe Durham, who transferred recently to Personnel Section. Loads of luck in your new venture, Joe.

The happy little lad shown below is Kenneth Radick - John's 10 month old son.

### Bubblin' Over



This branch is busy unlimbering arms, legs and backs as our athletic program gets underway. First practice was held on April 23rd and at this writing it appears that we're all set for the opener with Long Island City Branch on Wednesday, April 27th. Boosters for the athletic program who can answer all questions are Roy Powers, Dennis Spradlin and Lou Ragusa.

### CLEVELAND

*D. Rochlus*

April's proud papa in the Cleveland Branch is Kal Nyer whose wife presented him with an eight pound baby boy - those seegars were mighty good, Kal.

We give a beeg "hello" to Emmett Winn who has joined our office force in the capacity of renewal salesman. Not only do the customers get renewals but also some exhilarating Milton Berle patter.

Sights of our times - John Pittner and Fred Pasker making like monkeys instal-

ling a super dooper special antenna atop a 160 foot tower beyond our "C" Zone. That's where the farmers sit around all day watching the test pattern - an "A" pix at that.

### High Climber



Fred Pasker swings in the breeze atop a 160 foot tower beyond our "C" zone.

Now that the boys have donned their new two tone blue uniforms bearing the colorful RCA Service emblem, we can boast of the classiest service force in town. Veddy chic.

### CRANSTON

*C. Longton*

With the advent of spring, marriage seems to be a favorite pastime - George Goudreau, one of our souped-up installation men has taken the plunge with a cute little girl, Simone. By the time the next News is printed Ernie Bottomley, who just returned from cross-over training in Camden, will be tied and on his vacation with Dorothy.

We welcome another crew from the South Norwalk branch. Both Warren (Woody) Woodbine and Donald (Don) Richards will be with us permanently. What is South Norwalk's loss is our gain - and boy we're glad to have them!

Hugo Holmquist has left the business of installation and is receiving the latest scoop on servicing with the cross-over bunch now at Camden. Hugo is an old radio man and will no doubt pull us out of the little hole we've dug for ourselves.

Ginny Spence, our wonderful telephone girl, is having her hands full. In addition to answering the phone her duties include processing owner policies, making insurance reports, job tickets, etc. What a job. What a girl!

Frank Cole, our sales-minded manager, is about to take his vacation. Two weeks through Missouri should be a fine trip.

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

Everyone wishes to welcome Joe Mullins to the Demonstration Group.

Mr. and Mrs. Jack Marcatulli (Lola Biondi) are honeymooning in Canada. Our best wishes to them.

Service Publications welcomes Gale Ferris, who was transferred from Office Service and handles service on the blueprint machine.

Mr. P. M. Stubblebine, Manager of Wage and Salary Administration, was passing out cigars and candy as a result of the birth of his daughter, Ann Davidson, Wednesday, May 4. "Stub" also has a little boy three years old.

Lynne Ferris of the Personnel Records Section is getting married June 6 to Mr. John Vasey. Lots of luck and happiness, Lynne.

Greetings to John M. Karbivnyk, newest member of the Training Section.

The Service Company personnel extend their sympathies to Alice Tresnak who recently suffered the loss of her father.

We now have a new installation and service dispatcher. Robert (Bob) Klein arrived just in time to get hit with one of the nicest pushes in installations we've yet seen. Marshal (Brownie) Brown who was the I & S man is now on free lance supervising the boys on the road.

### GLEN ROCK

*H. Forscutt*

Glen Rock's Softballers rest on top of the Municipal League as of this writing. The team has played and won two tussles and has high hopes of a highly successful season. Plans have been made so that the athletes will participate in both the local circuit and also in a branch league which was recently organized.

Both Vernon Davenport and Louis Fusco have tied the knot and joined our ever-growing ranks of married men. Harry Miller and Chet Gurwacz are all set to follow as we go to press.

Bob Hartleb has taken over the reigns of shop manager while Glen Rock's regular head-man, Walt Fox, goes to Camden for a two week period.

Nate Bennett is the latest poppa of our bunch. His wife presented bim with a baby girl not too long ago.

"Cross Over Training" continues to absorb the senior antenna men and prepare them for service. Gents who have benefited by a recent trek to Gloucester are Ed McMullen, Howard Haines, Tony Kinz and Orville Weale.



Johnny Vanderhorn was a recent lecturer at our night school session (which has now terminated for the summer months). Van surprised us all with his well prepared talk on the kinescope. The experience he gained as an instructor at Treasure Island during the war helped him lots as he presented the tough subject.

Lots of our cabinet work is being done by Art Johanson who used to toil as a carpenter. Art takes care of the minor cuts and scratches and does a swell job.

Art Schumacher and Art Kent are our "Customer Relations" team. Both gents are to be praised for the "hot" assignments they handle.

Before we forget, three low bows and a bunch of orchids to the personnel of the Bronx Branch who recently came over and helped us clean up our backlog.

**SAN FRANCISCO** *A. Fields*

Good luck to Eugene Marshall who has been transferred to the Cleveland office.

Much as we don't like to see people on crutches, it's nice to have Evelyn Wetmore around the office again. Evelyn slipped on an embankment, but would not allow the resulting sprained ankle to keep her away from work for more than a couple of days.

Ralph A. Johnson (Installation Technician) is looking forward to wedding bells sometime in May.

**CLIFFSIDE PK.** *E. Steinkraus*

We missed welcoming our Service Dispatcher to the force last month, so here's best wishes for Jim Wohleb in his new job.

Frank Long of facilities and formerly of Cliffside continued to have an interest in the Branch. Now we know. Billing clerk Mae Olsen has announced her engagement to Frank.

Congrats to Bob Bucina and Marty Rubin. Baby girls now make them both proud papas.

Bill Hayter, antenna dispatcher, is now singing "Home On The Range." He recently found an apartment.

Cliffside is a hot factor in the North Jersey District Softball League, and has its sights set on beating the Rahway (ex-Fords) nine at an early meeting. Your correspondent has stepped from the hot seat of the bowling league to help manage the newest sports activity.

**Bay Ridge Beats Sheepshead In Softball Opener**

Bay Ridge and Sheepshead Bay Branches made their softball debut on May 11 at Marine Park with the former winning a 22-6 decision.

The Bay Ridge team took a five run lead in the first inning, and were never in trouble. Pitcher Bob Radigan held Sheepshead to 8 hits while his teammates gathered 25.

Hitters D'Amico and Vitucci led the batting with 5 for 6, while Carlthers stood out for Sheepshead with 3 for 4.

**Traders Corner**

Frank Atlee, Jr. sports a stroller  
So his Whitney coach needs an owner.  
For action quick, pick up the phone,  
Call 256 or his Philadelphia home.

\*\*\*\*\*

Proposing soon? Now don't be fretting.  
Here's just the gem in platinum setting,  
Lately purchased for speculation  
While suffering hallucination  
That engagements on the upswing net  
A profit to one with sale all set  
With the market dropped now we want out  
Will take a loss if you give a shout.  
(Call Extension 193)

**TV Service Tip**

This month we find that TV Twerpmire's insensibilities have been penetrated at last. However, his "electric shock treatment," not being conducive to healthy living, has only rendered him more insensible. We hope that "Twerp" makes a speedy recovery and has learned to keep his mind on his work.

In this respect, Mr. RCA - the man who meets our customers - is top-notch. Nothing can distract him when he's making an installation or service call on a customer. Mr. RCA knows the powerful punch he'll receive should he disturb "Mr. Hi Volt's" residence in a 6BG6 tube or 1B36T/8016 tube. In fact, Mr. RCA is always alert to spot safety factors, and is ready to offer tips to trainees on the job with him.

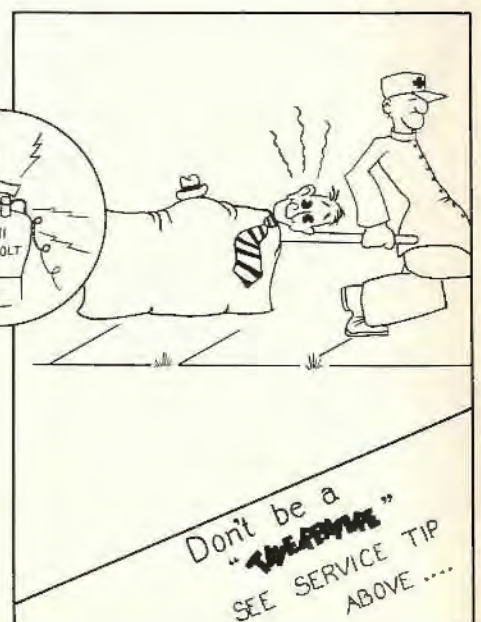
**CURRENT TIPS**

At present Mr. RCA is being particularly careful in servicing RCA's new 16 in. TV receiver. Since the big metal section of the tube is "hot" a cellulose shield is supplied with each receiver. When working on top of the chassis Mr. RCA makes sure that a shield is in place.

In tracing receiver circuits and the like a process of systematic checking is the best procedure. The law of averages won't even give a 50-50 payoff for "tinkering," so don't be a "Twerpmire." Know what you're doing!

**"TWERPMIRE TICKER"**

Perhaps the best reason for abstaining from Twerp's "electric shock treatments" lies in the fact that they can be fatal. Most sensitive is the region of the heart, thus in servicing TV receivers the worst shock would come when one hand rests on the chassis and the other touches a source of high voltage. Remember! Care will save you from a "Twerpmire Ticker."





## Big Month For Signings

(Continued from Page 1)

cisco - W. D. Cooley, F. M. Curtin, R. G. Davis, E. A. Doyle, L. R. Gibbs and G. E. Williams.

RCA Theatre Supply Dealers who got one signature each are Delta Theatre Supply, New Orleans; John P. Filbert Co., Los Angeles; Modern Theatre Supply Co., Seattle and Southeastern Theatre Equipment Company of Atlanta.

If you're not on the list this month, be a signer in June.

(Continued from Page 6)

Sioux City, Iowa	5/23
Sioux Falls, S. D.	5/24
Spokane, Wash.	5/26
St. Louis, Mo.	5/24, 25
Syracuse, N. Y.	5/10
Toledo, Ohio	5/9
Wilkes-Barre, Pa.	4/28

Lectures will also be scheduled in the following cities: Atlanta, Ga.; Birmingham, Ala.; Dallas, Texas; Houston, Texas; Jacksonville, Fla.; Miami, Fla.; Mobile, Ala.; New Orleans, La.; Oklahoma City, Okla.; Rochester, N. Y.; San Antonio, Texas; Tampa, Fla.; Washington, D. C. and Wheeling, W. Va.



\* -HAVE I GOT SNOW?!?!- \*

Thanks to J. F. Laydon, Jackson Hts.

## A Family's Quiet Evening at Home With It's First Television Set



Drawing by Carl Rose, Courtesy of the N. Y. Times