

RCA SERVICE COMPANY

NEWS



June-July, 1953

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PROMOTIONS REACH UPPER LEVELS

RCA Service Co. gets new Vice President, Treasurer & Controller, Personnel Manager

IT'S A STEEP ROAD to the top in industry as in mountain climbing, but the Service Company's upward shifts of the last few weeks prove that there's plenty of room on all levels at RCA.

Recently, the spot as vice president of Consumer Products was opened for **DON KUNSMAN** to step in.

GERRY PFISTER moved up from TV field administration manager to succeed **Kunsmán** as treasurer & controller.

When RCA Victor's director of Personnel, **John M. Clifford**, moved on to serve as vice president-in-charge of Personnel for NBC, **HAL METZ** was called. **JOE MURRAY** took over **Metz'** post as Personnel manager here.

These men are all young. They started early and pushed straight up with few, if any, pitfalls.

"Congratulations" dinners were given by home-office people for all of them. (For a story on promotions of six field executives see page 3).

Sometimes They Land

WHATEVER HAPPENS to Eagle Scouts who get to be Boy Mayor and shake hands with the President?

Well, sometimes they get to be vice president of a nationally-famous company, like **DONALD H. KUNSMAN**, for instance.

The newly-elected head of the Consumer Products division was born in the iron-mining town of Hibbing, Minnesota, and grew up in Superior, Wisconsin, a junction of the Great Northern Railroad, on which his father

Vice Pres.
Donald H. Kunsmán tests spinning reel & rod given by office friends. Wife, **Lee**; daughter, **Barbara**; & son, **Don, Jr.**, show interest



was a locomotive engineer.

There was plenty for a boy to do. In addition to Scouting and taking over the government of 45,000 citizens for a day, he had two paper routes (morning & evening), and went fishing in the Brule River and surrounding lakes.

In the summer that **Don** was 15, President **Calvin Coolidge** came to town for the fishing. The Eagle Scout was picked to present him with a fly

rod (see photo next page).

He worked his way through three years of Superior State Teachers College by driving a pop truck and serving in **Roth Bros. Co.**, local department store and RCA outlet. Here, he clerked a bit, made deliveries and polished the owner's cars.

For two years, he was a life guard on a public beach.

(Continued on next page)

PROMOTIONS cont. from pg. 1

When the pop company failed, along with other businesses throughout the land, in '33, Don set out for Chicago, with \$10 in his jeans.

Most thriving business in the Big City was the World's Fair, so he picked up available jobs: selling pop, checking hats. But like all parties, the fair was over too soon, and Don was out of work—and money.

He hadn't eaten for two days when he wandered into Montgomery Ward on his endless rounds. The lady in Personnel said he'd do as a messenger and order filler—if he could pass the physical test.

ising staff member, a timekeeper and secretary. She became Mrs. Kunsman and the mother of two children, Barbara, 13, and Donald, Jr., 7.

The Kunsmans live in Colwick, Merchantville, N. J. There's no river handy for trout fishing but the vice president still has his moments.

Two hours after he got off the train, in Palm Beach, last January, he caught the sail fish you see on the wall of his study at home.

He didn't bother to mount the second one. On the same trip, he landed a nine-pound bone fish.

A spinning reel and rod was the gift presented to him at the dinner given by the Financial division in honor of his latest step-up.

He was graduated in the top 20 percent of the class, but this didn't mean he put in long hours studying. He hadn't time for the luxury. He had to tote ice, wait on tables, stoke furnaces, and pump auto gas—anything to make a dollar.

Along toward the end of the pull (late thirties), he got help from the National Youth Administration.

From college, he went to Goodyear Tire as a trainee, in St. Paul, and, after serving as an accountant for a year, moved over to Montgomery Ward in the same city. He started here as an accountant, but was promoted, the same year ('42), to the treasurer's office, in Chicago.

Lieut. Pfister

His rapid progression upward was interrupted by a War II hitch in the Navy, which he entered as an ensign, and left a lieutenant (senior grade). He served in Supply with shore-based air units throughout the South Pacific and Philippines.

After the war, he hurried back to his wife and small son, and special assignments for the treasurer at Ward's. In a short time, he left this post to assist the purchasing agent. Here, he set up a new system of budget control, and helped to reorganize the purchasing department.

He has been with the Service Company since '50, from April '52 until May '53, as boss of TV field administration.

When his latest promotion was announced, the boys and girls threw a party, presented him with a set of golf clubs. His other relaxation is shooting. He takes his son, now 11, for target practice whenever he has time to reach the range.

There's a Pfister daughter now, too. She is 5. They live in Haddon Hills Apts., which Gerry refers to as his "gilded cage." Mrs. Pfister is a girl he knew in Kenton, Ohio, one of his home towns.

A brother is a skipper in the United States Merchant Marine.



Eagle Scout on right of late Pres. Calvin Coolidge is vice-president Don Kunsman at age of 15

She lent him a dollar for a meal to get him in better shape.

For 16 years, he worked for the mail-order house. He rose to time-study engineer, then budget manager at Oakland, Denver and Baltimore.

In '43 he was called back to Chicago to head the budget department for all ten mail-order centers.

Four years later, Don Kunsman was made assistant to the mail-order vice president, Charles M. Odorizzi, now operating vice president of RCA Victor and board chairman of the RCA Service Company.

Don held this post until '49, when he left Ward's to join this company as assistant to President Ed Cahill. Within a year, he was heading our budget section, and, a short time later, became treasurer & controller.

While a promising sales correspondent, in Chicago, he met another prom-

Pressure without Hi-Pressure

The thing about GERRY PFISTER is he's always pleasant, no matter how heavy the pressure.

Everybody likes the new treasurer & controller. His even temper is something you can count on. So is his follow-through and quiet speed.

Maybe it's his background.

Born in Kansas, he knew Texas, Oklahoma, Indiana, Ohio, Illinois, Minnesota, in whose small towns his father preached from the pulpits of the Evangelical Reformed Church.

The Rev. Herbert Pfister now is pastor in Troy, N. Y.

For his freshman year, Gerald W. Pfister went to Wittenberg College, Springfield, O., but three years later got his AB from the University of Michigan, and the following year, in 1940, his Master's in business administration.

An Open Door

JOSEPH F. MURRAY sits behind an open door. That's the way he feels about the job he took on June 15.

"Personnel is a service department," says he. "We're always anxious to be of service."

That's Joe's training—and disposition. The new head of the Personnel Division has been with the Service Company since Sept. 1946, when he was hired as office manager.

The company—now one of RCA's larger subsidiaries, in number of employees—at that time had only 400 on the payroll, most of whom, then as now, were out in the field.

It was the new TV that lured Joe after the war. An interview in the
(Continued on opposite page)

PERSONNEL CHIEFS with President Ed Cahill (L) at dinner celebrating promotions of Joe Murray and Hal Metz. (L. to r.): Cahill, Murray, Al Watters, Personnel vice pres., RCA Victor; Hal Metz, Ed Tuft, Personnel vice pres., RCA



OPEN DOOR continued

Service News of three years ago (July) had the headline: "Joe Murray Gues- sed Right in '46."

"That still stands," he says.

He had made up his mind, the story re- lates, during five years in Army port supply in this country, in New Guinea and Manila that "television had more scope than the hotel work he had been brought up in and trained for at Cornell."

Five Years Personnel

Two years after Joe came on, the Per- sonnel Division was set up, and he was made employment manager. He held this job until '50, when he went to New York as Eastern Area personnel manager.

That was a quickie. The war in Korea broke out one month after his arrival in Manhattan. He was summoned right back to take over Government recruiting.

The following year, he was made man- ager of the Employment, Training and Development section, where he remained until February of this year. Then he moved over to handle the Wage & Salary section.

Joe's family is Rosemary, his wife; daughters, Carol, four-and-a-half; Patrice, two; son, John, one year; and September is being looked forward to, expectantly.

A Bigger Job

G. HAROLD METZ always has had big jobs from the time he took over as head of the Metz household in Overbrook, Pa., at 17. He has a touch with broad situa- tions that inspires confidence in superiors.

He feels the pressure of increased re- sponsibility, however.

"I feel as if I were going out in the big world again," he admitted at the farewell dinner, June 22. "I'm used to the Service Company."

The newly-appointed director of Per- sonnel for RCA Victor started at Camden back in 1944 as a chief job analyst. He had been heading a unit in the Bureau of Manpower Utilization during War II.

Two years after joining Victor, he was made Wage & Salary administrator, and, in '48, became employment manager of the Camden plant.

He remained in that post for a year before being appointed manager of the RCA Service Company's personnel divi- sion at the age of 32.

Hal Metz worked his way through to a magna-cum-laude degree from LaSalle College, Philadelphia, ('39) by reporting sports for Philadelphia newspapers.

He returned to the campus as public relations and personnel assistant to the educational director. He also is a graduate of the University of Pennsylvania.

Our recent Personnel chief lives in Had- donfield with his wife and five children.

Fieldmen Move Up

Within the last two months, nine men in the field have been promoted.

LARRY BORGESON moved from the west coast for the first time since he joined the company, in 1941. The district man-

ager, recently turned Western Area man- ager, was called into the home office to boss TV field operations, succeeding GERRY PFISTER, now treasurer & controller.

Heading the new Western Area is SID BAKER, former manager of the discon- tinued Central Area. Currently there are two areas: Western, which extends from Honolulu to Cleveland and from Chicago to New Orleans; and Eastern, everything east of and including Pittsburgh, and from Maine to Florida. BOB GRAY is responsible for the Eastern division.

BOB BAGGS now is general sales manager. His former duties as sales and merchandising head have been taken over by BOB REDECKER, recently Chicago DM.

Dallas District Manager BOB ADAMS has moved to Chicago, and BILL HESS has been promoted to the Dallas spot.

New England District Manager HOWARD BENNETT has become staff assistant to Commercial Service Manager Cliff Rigsbee, and ED WOZNIAK, former Flushing branch boss, now is New England district head.

PARTY for new Treasurer & Controller Gerry Pfister (seated center) was held in June. Others at table (l. to r.): Edith Neuman, President Ed Cahill, Pfister, Joe Murray, Pat Kelley. (Standing): John Ogilvie, Whitey Henshall, Jim Mergenthal.



It's Easier to Reach


or Fleetfone in automobiles and trucks.

The drop-outs may also supply land-line systems: telephone, Inter-com, public address.

Although RCA has been working on mobile-microwave communications for 20 years, microwave has been used extensively only for the last three years.

The first of a series of classes in mobile-microwave service was held in June at the new laboratory on Crescent blvd., not far from Camden, N. J.

Here, 15 TV technicians were put through a three-week course in maintaining every type of equipment being produced by RCA Victor for these media. The men were picked from service branches over the country, where,




Union Electric Co.,
of St. Louis,
Highridge repeater
tower for
mobile-microwave
system.
Branch Tech
J. J. Sakaitas
up.

UP IN THE CANADIAN NORTHWEST, down in the mountains of Mexico, and out on the prairies, little houses are going up (see below). Weather and tamper-proof, these snug structures—with locked windows and doors—house a new type of worker, more delicate and infinitely more powerful than any human agent.

These are the “booster” stations of Microwave.

Often, messages are “dropped out” at these relay points to feed two-way mobile communication nets; Carfone



Two of seven
racks at
central-control
station,
St. Louis, for
265-mile
microwave net.



Unattended base
housing
equipment for
relay & mobile
hookup
at Highridge.
Sakaitas again.

Union Electric photos

incidentally, special test gear—costing \$2000 per office—already has been set up.

Most recent service contract was signed in May by Sedgwick County, Kans. HOMER BAILEY, key communications man at St. Louis, went out to survey needs for the system, which includes three base stations capable of remote control from five points, 50 mobile units and seven walkie-talkies. The network will be serviced by our branch in Wichita.

Baltimore office is overseeing installation of 55 new UHF two-way radios for Sun Cab Co. This includes surveys for antenna locations. And, throughout the U. S. A., South America, Canada, Europe and the Near East more contracts are pending.

We also are servicing, for Gulf Oil, RCA fixed-station equipment, and mobile gear in associated trucks, at seven pipe-line pumping stations, extending all the way from St. Louis to Cincinnati.

Other major jobs are at Hunkin-Arundel-Dixon Const. Co., Minn.; W. E. Anderson & Sons, Columbus, O.; Good-year Tire & Rubber, Akron, O.; City of Barbarton, O.; Railway Express, Kansas City; Bethlehem Shipyard,

(with *MICROWAVE*) than Stretch (*WIRE*)

Sparrows Pt., Md.; Standard Pressed Steel, Jenkintown, Pa.; Union Electric, St. Louis.

Some of Canada's new wealth is being gained through radio. Microwave-relay carries phone messages over the Canadian Rockies, where wires never could be strung. As a result, distant spots are becoming populous centers. Natural resources are being gleaned where men formerly could not keep in touch.

In this country, the demand for more air channels became so acute that, less than two years ago, the FCC relieved atmospheric congestion by opening the 450-470-mc bands for civilian and commercial users. There are some 500 channels in the 450 band. Police are restricted to the lower bands: 150-to-170.

Delivery on equipment, geared to the new UHF channels, has been going on during the last few months.

Among industries permitted to use the higher frequencies in mobile-microwave are right-of-way companies, i.e., railroads, public utilities, gas & oil pipelines, mining interests.

Other users are federal, state, county and municipal agencies. Two-way mobile radio is used by doctors, laundries, delivery trucks, veterinarians, private citizens, and so forth.

A microwave-relay system consists of a network of ultra-high-frequency radio-relay stations, which act as carriers in much the same manner as an overland wire system. Microwave, however, employs UHF signals instead of wires.

Waves in the UHF spectrum are short, about one quarter-of-an-inch long. Unlike lower-frequency radio waves, which are propagated in ever-widening circles, they are beamed from point to point over a line-of-sight path.

Small dipole antennas—backed by parabolic reflectors, called "dishes"—direct the waves into narrow lines of radio energy, much as a flashlight directs its beam. Radio waves are measured in "kilocycles," or thousands of cycles per second; microwaves in "megacycles," or millions per second.

"Shotgun" Method


Microwaves are beamed at their target with rifle-aim precision. With the improved RCA "shotgun" method of broadcast, however, beam compass-bearing may vary as much as seven degrees.

Up to 24 phone conversations can be carried on one band and any one of the voice channels may be converted to relay teletype, telegraph or telemeter (remote control of gas, oil or water pressure.) Everything may be beamed at once and "unscrambled" at the point of reception (Multiplexing).

Subdividing a microwave channel into narrow bands of frequencies increases service and cuts expense. Problems of the land-line system are outmoded: real-estate leases, right-of-way, pole erection and wire stringing, as well as troublesome upkeep and ravages resulting from weather and vandalism.

Finally, radio crosses terrain the man-hours of labor would make prohibitive for a wire system.

(Continued on next page)



St. Louis
Techs
W. H. Black (l.)
& Lou
Schaeperkoetter

arranged by St. Louis Branch Mgr. Dale Brown

FIRST CLASS in mobile-microwave service at new laboratory, near Camden, N. J., is being lectured by Instructor Jack Hillman.

Techs are (front row, l. to r.): Ray LeFebvre, Fall River; Dick Franz, Wichita; Bob Dorr, Chattanooga; Dick Bennis, Wa., D. C.; John Hripto, Indianapolis.

(Middle row): John Kachurchak, Akron; Bill Long, Tulsa; Lou Rosenthal, Los Angeles; Frank Epley, St. Paul; John MacKenzie, Boston. (Back): John Lawler, Columbus; Frank Vargovic, Asbury Park; Ken Weigel, Rahway; Ed Cluff, Trenton; Joe Henning, Chicago.



MICROWAVE cont. from page 5

To satisfy the FCC, microwave-relay measurements must be accurate to the ten-thousandth of one percent. Sensitivity measurements to one ten-millionth of a volt are necessary.

A generator used for measuring sensitivity at the VHF frequencies of 30 and 150-mc is of no value in the 450-mc freq; a 450-mc instrument cannot be used for 2000-mc. So, in all, 58 different kinds of test equipment are required.

The Union Electric system, in Missouri, is a good example of a vast service empire controlled by integrated microwave and mobile two-way radio communications.

Within the state, antenna towers and relay stations have been built at 12 points, varying from 11 to 37.5 miles apart. There are five terminal stations. The sign atop its main office

A much simpler use of the mobile-microwave hookup for communications than at Union Electric is out on the New Jersey Turnpike. The super-highway is serviced solely by RCA.

The Mobile-Microwave Communications Section of the Consumer Products Division was reorganized in January 1952.

At that time, JIM COLEMAN was called in from Cleveland, where, for just one month, he had been sales manager of Engineering Products' Cleveland district. Jim, however, had been in communications sales out there for five years.

JIM COLEMAN: Family on the Beam

JIM COLEMAN, head of Microwave-Mobile, got his first experience with communications on wheels back in '42. He supervised 650 Civil Servicemen on radio installation



ADMINISTRATORS of Mobile-Microwave discuss branch sales in home office. Flanking Mgr. Jim Coleman (head of table) are Gale Rutter (extreme l.), statistics; Ned Gerry, No. 2 man; Terry Paris, Gerry's sec'y; Coleman, Bill Welch, operations & sales.

building serves as the antenna tower for the St. Louis central control station. This network covers nearly 265 miles.

Slender towers, ranging in height from 100 to 250 feet, are set on high points of ground. They are designed to withstand a 100-mile-an-hour blow, even under icing conditions.

From the St. Louis office, three separate beams operate. One leads to the Wood River plant, of the Illinois Power Co., and there connects with the latter's microwave system. A second leads through the Merrimac plant, south of St. Louis, to Joppa, and the third has three branches: Moberly substation, connecting with Missouri Power & Light's communications system, the second with the Bagnell Dam hydroelectric plant, and the third with the Rivermines substation.

Other tie-ins are with power and electric plants in the same state, Kentucky and Illinois.

At all terminals and many relay stations, VHF gives radio coverage on major transmission lines. These outlets enable mobile units to keep in touch throughout the system.

The RCA Service Company makes surveys for whole systems, completes or assists in their installation, and gives scheduled maintenance (averaging nine times a year on microwave). It also takes care of emergency breakdowns.

Should a break occur, large systems usually have dual equipment geared to "stand in" at that moment. However, RCA Service Company factory-service branches, holding major contracts, keep, at least, two technicians available for 24-hour service, seven days a week.

in military vehicles, at Detroit.

He came with RCA in '35 as a movie-sound engineer, in Pittsburgh, where he'd been chief engineer of Pictur-Phone Corp. Ten years later, right after the war, he went into RF-heating sales for RCA Victor, Chicago, later moved to mobile communications sales, Cleveland, where he remained to become sales manager of all engineering products in that district. He received this promotion just 30 days before being called to the Service Company.

Jim doesn't get excited easily. He thought hard before switching. He was born on a farm and liked the out of doors. His acre-and-a-half lakeside place wasn't something to give up lightly.

He made the move, however, and found his family a ranch-type house near Riverside, N. J., where the Colemans have taken root and flourished.

Jim is public-spirited. He's active in the Riverside Kiwanis, Lions, PTA and Episcopal Church, also keeps evenings and weekends open for activities with his children. He and Jim, Jr., 16, are building a sailboat in the cellar, which they plan to strap onto the family trailer and roll along to Smoky Mountain Park, Tenn., or somewhere in Maine for three weeks this summer.

The busy manager neatly lays out his life between work, family and recreation.

The kids are as on the beam as the old man. Besides
(Continued on opposite page)

JIM COLEMAN cont. from opposite page

staying on the honor roll at Riverside High, Jim, Jr., and Carol, 17, go in for extra-curricular activities. The boy's on the football team and the girl was chief promoter of the local Youth Center. Also, Carol makes good money working three or four nights a week selling frozen-custard and other summer delicacies.

"Allowances never have been a problem for me," laughs Jim Coleman. He maintains that "The kids are the biggest job of my life."

He went to night classes at several technical colleges: Chicago, Case, Fenn, and the University of Detroit. He comes from Mt. Vernon, Ky.

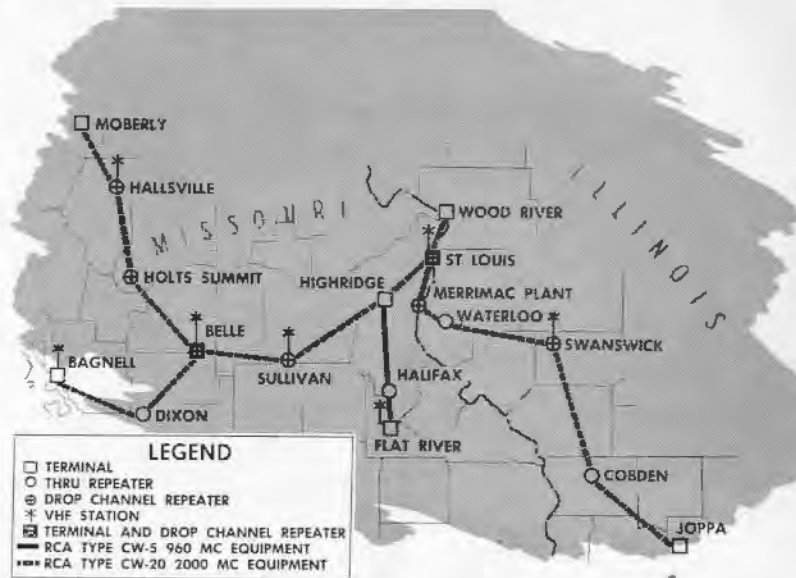
NED GERRY: Company Product

NED GERRY handles administration for Jim Coleman with a calibrator exactness that matches the engineers' instruments. Last year, for instance, Ned's budget estimate came out \$16 on the plus side!

Although he's had a varied experience within the company, quiet, conscientious Ned Gerry never has been employed elsewhere, except while he was going to Penn State College, when he worked for the RCA distributor in York, Pa., his home town.

In '35, with his EE degree representing one of the ten highest grades in the class, he joined Victor's Quality Control division. Four years later, when the Service Company was hiring a field force for TV, he joined it, and for a few months, helped in the recruiting. Then he was given 11 western states to cover as RPT (radio-phone-TV) representative.

He spent '42-to-'43 with the RCA Signal Corps school, in Philadelphia, where he administered the last four



television branches. After that, for five years, he settled down into TV Operations.

Mrs. Gerry is the former Margaret Molloy, an illustrator in Tech Publications. Recently, she took two prizes for oil paintings, one at the Art League, in Haddonfield, where the Gerrys live. She was a widow with two small daughters when Ned married her in '48. The girls now are 13 and 15.

He no longer has much time for tennis, his favorite sport. Along with his EE, the tall, lean youth won the local tennis championship, in '35, and never missed a top score in the annual tournament when he lived in York. His father, 40 years a city employee, is an honorary member of the bar there.



ENGINEERS at new microwave laboratory (l. to r.): Bill Williams, chief; Jack Hillman, George Hutchins, Lloyd Phillips. All perform instruction and research.

weeks of the course. Later, he kept things humming administratively for Bill Zaun, then head of Government service and now boss of Quality.

Next, he was heading RPT, but his health broke, and he took a six-month leave of absence. On his return, he went into recruiting and, in '47, accomplished 50 percent of the staffing at the new Washington and Baltimore

BILL WILLIAMS: Onto the Mobile Pulse

Hottest technical man on communications is Coleman's other close associate, BILL WILLIAMS.

He was called to Gloucester from Newark branch in March, '52, after completing installation and organizing service on the New Jersey Turnpike.

(Continued on next page)

BILL WILLIAMS continued from page 7

Bill, a cheerful, highly enthusiastic fellow, has an EE degree from Rutgers, which he attended for one year at night while working at Newark.

His three previous years had been at Iowa State. He left during the war to go into the Air Force as maintenance chief on air-to-ground gear.

He came out in '46, and became assistant professor of electronics at Oklahoma A & M. Two years later, drawn east by television, he joined us at Newark.

During his three years in the Air Force he met a control-tower operator in West Texas, whom he couldn't forget. In '47, he returned to marry her.

Bill's at home on this job. Whenever the boys at the lab run into a technical puzzler, he puts his finger on the trouble in a second.

* He was born in Gladbrook, Iowa (pop. 1000), where his father is a Baptist minister.

BILL WELCH: Learning comes Easy

Control of field operations and sales is vested in BILL WELCH, who originally did sterling service for Ned Gerry as a statistical clerk. He started in the Mobile & Microwave section in April '52.

During the war, Bill joined the Navy as a yeoman, and shortly won a commission. On his GI grant, he won a BA in Economics from Harvard, Cum Laude. Also he had a year at the University of Pennsylvania's Wharton School. Except for a thesis, he completed requirements for an MA in business administration.

GEO. HUTCHINS: Around the world to Camden

GEORGE HUTCHINS helped open up the lab on Crescent blvd. It's one of the few jobs he's had in this part of the world. He came to Camden from Portugal, where he was a radar expert for the Government Service Division. Before that, he served the division in England, Belgium, Germany and Holland.

He's spent most of his career on the world's highways. For three years, he was with Pan-American Airways in the Middle East. He met his wife, Irene, in Istanbul and was married to her there by a Turkish magistrate. They have a son, four.

For five years, which included War II, he was a radio officer in freighters and saw heavy convoy action in both the Atlantic and Pacific sealanes.

A native of Boston, amiable, well-spoken George Hutchins went to Holy Cross on a track scholarship from Boston College High. He got his degree in '41. He's a grad also of the Maritime radar and radio schools, PanAm communications school, and studied TV studio engineering at New York University.

George, who nostalgically recalls sights from Bangkok to Cairo, gets around in seven languages, including C.W. Before he came to RCA in '51, he worked for Victor on a sub-contract with Renwar Technical Publications.

JACK HILLMAN: Teacher to Experts

In May, JACK HILLMAN followed Hutchins to the lab as an instructor. He was recalled from a UHF-TV lecture tour for the Training section in the Atlanta district.

Before that, he had served as chief tech at Bayonne, N. J., where he'd been since the branch opened four years ago. Jack is 28, a native of Staten Island. He started his career as a "ham" in high school, joined the company at Carney, N. J., in '46.

LLOYD PHILLIPS: Old Hand with "Dishes"

The first full-time man on Crescent blvd. was LLOYD PHILLIPS, in mobile-microwave service since '47. He's out-ranked in this specialized seniority by one man, FRANK HARTWICK, recently called in from the coast to join the home-office crew.

Lloyd has installed stations and put in mobile equipment for New Orleans police, the New York Boroughs of Brooklyn and Bronx, and game wardens in Little Rock, Ark. The New Jersey Turnpike's VHF system is his. He has been with RCA 23 years.

Payroll & Personnel Pose

Sig Schotz, new assistant to president (center) & Jesse Lippincott, employment mgr., who staged Joe Murray-Hal Metz party with (l. to r.): Emma Zeits, Mary Taraser, Betty Yorkel, Lillian Simons, Sig, Teddy Mines, Helen Mower, Jesse, Pat Pritchard.



BERNADETTE Reilly (r.) transferred to Payroll in June from IBM, where she started in '48. Girls gave party. Vicky Hawes (seated) and Ruth Coyle were there.



CONTACT

for RCA Field Engineers
with U. S. Forces the world over

PUBLISHED BY THE RCA SERVICE COMPANY, INC., AN RCA SUBSIDIARY, FOR ITS GOVERNMENT SERVICE DIVISION

P. B. R.'s European Swing

Athens by Turbo-Prop . . . Signals on a Mountain . . . Ambassador Host . . .
RCA on Eiffel Tower . . . Coronation Guest . . . Everywhere Friends

PINCKNEY B. REED's policy of keeping in close touch with his men and the work that they are doing the world over has him on the road a good bit of the time. Latest road was 12,000 miles long, wound through 15 cities in seven countries of Europe.

The vice-president-in-charge of the RCA Government Service Division left New York for his super-sonic inspection swing May 3, by Pan-American World Airways; returned June 7, in the same manner.

This was his fourth overseas tour since taking on divisional reins in Oct. 1950. A month later, he was winging out to the Far East. July next year, he went to Europe. Fall of '52, he spent again in the FE.

This is the only way, he says, that he can have first-hand knowledge of how RCA field engineers are getting on, what their problems are, what more the military needs in the line of service, and how better to select and train men for this vital work.



PINCKY REED, Gvt. vice president on mountain top in Greece



Radar
in Athens
designed
by
Harry Milson
and
Geo. Gaetanos
(2nd & 3rd
from (l.).
Harry Mills (l.)

Accompanying him throughout the Continent by plane and car was European Field Manager HARRY MILLS. They visited with the fellows and their wives, talked to Army, Air Force and Navy officers from Ankara to London. Everywhere they found friends, not only from RCA, but in all branches of the U. S. military and its allies.

In Frankfurt, where Pincky landed, he and Harry had a conference at EuCom (European Command) headquarters with General T. T. Handy, commander-in-chief, U. S. Forces, Europe, and Brig. Gen. W. S. Biddle, Jr., director of MAD (Military Assistance Division). They received praise for the work RCA field engineers are doing. This good-will was to be repeated again and again.

Harry Mills got a pat on the back all along the line (see col. 2, page 12).

There was lunch in Frankfurt with Rear Admiral Earl E. Stone, a friend from Washington of several years standing. He is head of communications, EuCom.

Next stop was Wiesbaden, where they were joined by Ed JOHNSTON, super with the U. S. Air Forces, Europe

(Continued on next page)

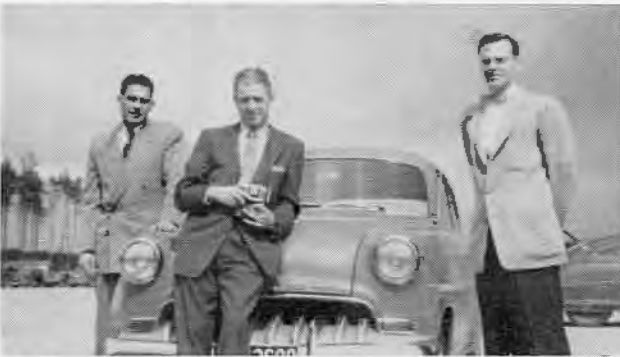


What about
that
retirement
plan?

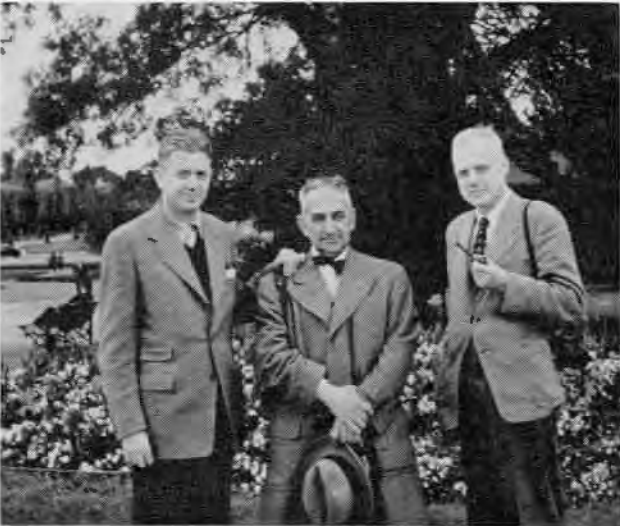
P. B. R.
& citizen
of
Garmisch



Dinner
in Bavarian
Alps
with (l. to r.)
Frank
Esgro, Harry
Mills,
Kitty Esgro
& Pincky



The car's diet
was light
but expensive.
Landsduhl
scene (l. to r.):
Paul
Wallace, Pincky
and
Ed Johnston



Tech Products
turned
up in Paris.
P. B. R.
& Harry Mills
met
John Mauran
on Eiffel tower

EUROPEAN SWING *continued*

(USAFE), who since has come home for reassignment. (Ed was replaced by veteran fieldman BILL LA PERCH).

In Wiesbaden, Pincky visited Lt. Col. W. R. Maher, Jr., whom he had met at RCA Victor, in Camden, when the colonel was there last year with the Air University Group.

Drive It Yourself

Mr. Reed, Mills and Johnston picked up an Opel-Olympia for a tour of more local bases. The German car was so little there wasn't room for Harry's pipe.

At Landsduhl, they dropped in an PAUL WALLACE, our man at the 12th AF HQ.

At Garmisch, Bavarian Alps, they week-ended with nine field engineers from Germany and France with their wives:

ED & ANN JOHNSTON, FRANK & KITTY ESGRO, BOB & RUTH NEIL, BILL & LILA COLE, JIM SALTER, JOHN MIZOU, JOE HAMILTON, BERNIE HEIDGEN, BILL FITZPATRICK, all of Germany, and SID KINGSBURY, France.

In Germany, the trio visited classes of the Army Signal school, at Ansbach, and AF 7490th Technical Training Squadron school, at Freising, and were impressed by the "efficient administration and instruction."

At Heidelberg, they were received by Brig. General Rex Corput, chief signal officer, U. S. Army, Europe.

The Opel-Olympia was easy on petrol, but gas cost 80 cents a gallon.

Pincky's recollections of Germany were of "remarkable business growth," and, "on all sides, industry."

Returning to Frankfurt for further MAD conferences, the vice president saw GERRY MINSHER, passing through on his way to Denmark, and said a quick hello to PETE CEPAS at Rhine-Main airport, where the RCA field engineer is stationed.

It was Paris next for Messrs. Reed and Mills. They met Ed SOKOLSKI, stationed with MAAG, and, on the way up the Eiffel Tower ran into Tech Products' Boston District Manager JOHN MAURAN, a bachelor vacationing by himself in Paris.

At HQ, Allied Air Forces, Central
(Continued on opposite page)

ROME fieldmen John Bassi & C. E. Neat



Too "Royale"

Humorous hitch in Pincky Reed's smooth European trip in May was the lost Hotel Royale, in Paris.

Harry Mills' Brussels office got up the itinerary. The Paris address was simply "Hotel Royale."

There turned out to be seven by that name in the French capital, of "57 varieties." They settled for the Hotel California.

EUROPEAN SWING (continued)

Europe, located in Fontainebleau, they discussed operation of NATO's first operating radio-relay microwave link, which is RCA equipped. Working on the heavy task were SEYMOUR CHAYS and BILL DEAN. (For more on Dean see col. 3, this page.)

Rome is turning into a second Camden. Under the guidance of JOE BIONDO, RCA's Rome director, Pincky and Harry toured the very modern plant which the company is constructing for Phonograph-record production and radio assembly.

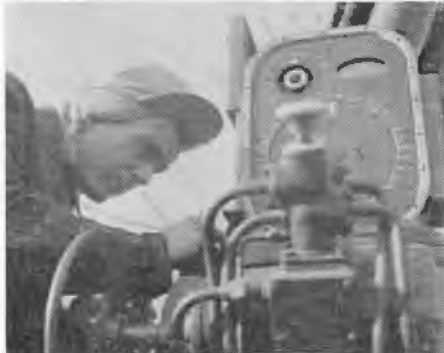
Our field engineers have done an outstanding job of setting up schools for the Italian Army and Air Force. The "ambassadors" lunched with the fellows.

Checking in at the hotel, Mr. Reed met another old Navy friend, Rear Admiral James Foskett, chief of MAAG, in Norway. (Foskett's brother, Charles, is head of Engineering Products' production administration, RCA Victor, Camden.)

In a luxurious turbo-prop plane (British European Airways Viscount), the pair set out for Athens. The speed and quietness of the jet highlighted this leg of the journey.

There was a pleasant surprise awaiting them, too. HARRY MILSON and GEORGE GAETANOS had arranged a party with the top U. S. military group in Athens.

VISITED by boss at work was Bob Paglee



Chief point of interest in this city was the new radar site, an installation designed by Milson and Gaetanos, who also supervised construction (see photo page 9).

At Istanbul, they were met by Igor Shkrouf, of the office of RCA's Turkish distributor, who was "most helpful."

During the swing, Pincky and Harry Mills were on the go 16 hours a day. They turned in at hotels long enough for the vice president to wash out his nylon shirts, and to put out the light.

Ankara offered another surprise. The military took over in style. Lt. Col. E. W. Fuller, AF, gave a party for the RCA executives, attended by U. S. officialdom, and the seven field engineers in Turkey.

There also was a dinner for our people and their wives.

The travelers flew back to Frankfurt aboard a Royal Dutch Airline DC-6, which hoisted both tourist and first class in the

ations. Fortunately, he had friends near court: Mrs. Edward Steigerwald and her Navy lieutenant husband. Jane used to be P. B. R.'s secretary in Camden. The couple were able to give him a room.

He felt "most fortunate" to see the procession as the guest of Brig. Gen. D. F. Callahan, chief of MAAG-UK. He enjoyed the "beautiful and moving" coronation ceremony via BBC-TV, and was "greatly impressed by both technical and production achievements of BBC telecast."

London meant meetings with Engineers DICK DAY and JIM HELLIWELL.

PanAm brought him back to New York.

Strolling in Rome is Mr. Reed with old friend Rear Adm. Jas. Foskett, chief MAAG, Norway



WIFE of Lt. Col. F. Lippucci with Pincky



same cabin. First class, aft, had a little more room and free drinks.

In Lisbon, they were quite at home. Field Engineer JOHN FRANKLIN met them. They had a conference with MAAG, and called on Cavendish Cannon, U. S. ambassador to Portugal, the brother of Jack Cannon, secretary of RCA. They also enjoyed the hospitality of Brig. Gen. Frank Kamm.

Nice timing brought Pincky to London at the height of the Coronation prepar-

UHF is above the Flood Line

The Holland flood has long since receded from the front pages, and the Dutch people are on the road to recovery.

However, the story of the way Field Engineer BILL DEAN kept the airways open in this stricken land still is news.

The Communications group, Allied Air Forces, Central Europe, at Fontainebleau, France, received Feb. 5 a request for help to some flood-ravaged areas of the Netherlands. On the 7th, the 5th Radio-Relay squadron was ordered up and a convoy dispatched, with two CW-20A microwave terminals and one repeater.

Averaging 20 miles an hour over a soggy road, broken by detours, BILL DEAN's convoy arrived next day in Rotterdam. The trouble, he found, was a damaged phone cable between Rotterdam and Middelharnis. The last place is un Goeree-Overflakke island, one of the worst flooded spots.

Dirksland, near Middelharnis, and Barendrecht, five miles from Rotterdam, were chosen as terminal sites for the microwave, which was to replace the broken lines. Towers and equipment were installed by the night of February 10.

(Continued on next page)



Van Heiningen Left the Danes Melancholy

When WILLARD A. VAN HEININGEN left Denmark in May—after two and a half years—the commanding general of MAAG came down to the docks to see him off, and the Danish military broadcast an informal farewell.

The attachment was mutual.

If he hadn't left a family in Florida, the field engineer could have settled down happily in the "Paris of the North" forever, he admits.

The Danes would have loved it.

Besides letters of commendation from Gen. Ralph Snavely (MAAG) and the Signal Corps general inspector, he received highly complimentary writeups from the Danish Signal and Ordnance Corps generals.

A personal rave broadcast over the PA system at MAAG had a list of signatures which included two lieutenant colonels, two majors, one captain, one lieutenant, two master-sergeants, and two civilians.

Vital Spot

Will, one of four RCA field engineers in Denmark, worked on radar and mobile communications. This sector is regarded by NATO as extremely strategic in its northern setup, Van Heiningen points out.

It also happens to be extremely pleasant for Americans. "The feel of the place is gaiety," he explains. "The citizens are pleasure-loving and attractive, and the land is filled with flowers.

"Prices are just right—milk eight cents a quart, half a lobster for 60 cents, and steak half the price it is here."

"Ideal setup," he dreams, "is to live

in Copenhagen and vacation in Spain."

He resides in a garden spot in the U. S. A., too. Delray Beach, Fla., is the home of the Van Heiningens, and that's where Will had to leave his family, because his 17-year-old son, Jan, is asthmatic.

Also, Will was anxious to see his parents, about to leave for a visit to their native Holland. Both are over 70.

After receiving a BS from Cornell in '36, the engineer spent several years with his father in a landscape business in Connecticut. In '50, business was not so good, so he joined the Government division.

W. E. O. Lawaetz, chief Signal officer for the Allied Land Forces, in Denmark, wrote that Van Heiningen "may receive satisfaction in knowing that he has performed extremely valuable services for both Denmark and the United States."

Big Hand for Harry

One of European Field Manager Harry Mills' enthusiastic supporters is Lt. Col. H. D. Balliett, U. S. A.

The following paragraph is from a letter he sent to P. B. Reed:

"I have worked intimately with Mr. Mills for more than two years in the whole Army 'tech rep' program in Europe, and I state the services rendered by him in meeting the problems involved . . . are outstanding in every respect. He has been most cooperative and energetic . . ."

International Family

Four of our seven field engineers in Turkey are married to ladies from four different lands.

Mrs. Walter H. Holzer is from Paris, Mrs. Lenarth Tegner, from Vienna, Mrs. Tom F. Forrester, from a town in Israel, and Mrs. James P. O'Shea, from Pittsburgh, U. S. A.

Back home,
Willard
Van Heiningen
relaxes
'neath sheltering
palms at
Delray Beach, Fla.,
with family:
wife, Ruth; son,
Jan, &
daughter, Helen

FLOOD LINE cont. from pg. 11

Due to inadequate maps, exact bearings could not be gauged.

Distance was judged to be about 22 miles, two thirds of which area was under water, so no satisfactory site could be found for a relay station.

Towers were only 60 feet high and there were no natural elevations, but, on the 11th and 12th, contact was attempted between the stations—unsuccessfully.

Bill returned to Fontainebleau to look up bearings on a good map.

He dispatched suggested pointings of the "dishes," but was told these headings already were being used back there to no avail. He set out to be in Barendrecht himself again late the next night.

On the 13th, he checked the equipment. It seemed to be working. But, when he tested setting of the antenna, he found it to be 25 degrees off. To right it, the "dish" had to be switched to the adjacent face of the tower. This was done with ropes without dropping the tower.

Soon, corrections were finished and contact attempted—with, this time, immediate success. On the 14th of February, they were ready to hook up the switchboards. A five-mile stretch intervened between microwave terminal and switchboard sites at either end.

Signals Weak

The Rotterdam board didn't always get the sign signal from the terminal. Bill discovered (next day) that the ringing-voltage was arriving, but lacked sufficient potential to operate the relays.

With a Dutch telephone engineer, he tried various means of getting the voltage to carry the load (working successfully despite the language barrier).

Final solution was to step up voltage at the microwave terminal from 60 to 115 volts, the only available voltage potentials, which the engineer assured Bill would not damage the switchboards.

From then on, it was just a matter of checking out 12 channels and going on to the Hague to have lunch with Colonel Kamp, the Dutch Air Ministry's communications director, and to be officially patted on the back in behalf of Holland.

FROM TOKYO: A RECORD AND A BRIDE

Of all Government engineers, FRED OSSENBECK had the longest unbroken tour of duty in the Far East.

More, he brought back with him in June the outstanding souvenir: a beautiful Japanese bride.

Fred and Fumiko were married in October '52, but even without this attraction, he believes he would have stuck to his post as long.

He was fascinated by the Japanese and liked the work. Two years and eight months just rolled around.

Attached first to the Signal GHQ, in Tokyo, he spent the latter part of his time East on microwave-systems planning for the Army at headquarters, in Yokohama. He helped to get down on paper a number of new systems throughout Japan.

Fumiko, arriving in the U. S. for the first time, is a "little overwhelmed," says Fred. She misses favorite dishes (rice, for example) and finds American food strange, generally, but American TV is her dish.

What impresses them most, of course, are high prices. Fred got his first jolt in Honolulu, when he discovered taxi fares to be double those in Tokyo. Other shocks keep piling up.

On their motor trip east from the coast, the couple paused at Tulsa, Okla., to visit Fred's parents.

Following their arrival at the home office, they were feted in Tokyo Suki-yaki House, Manhattan, by BOB FIEBEL, STAN TYROL and LOU ARMANI, all veterans of the Far East.



Mr. & Mrs. Fred Ossenbeck

In Boston There's A Summer Rush

Boston TV-service branch set up a dilly of a sales contest and the New England district sales coordinator coined a phrase.

"Job security," says HANK FLORES, "isn't something you buy. It's something that you sell."

Boston branch, under the vigorous leadership of Manager MARTY RUBIN, sold itself into such a summer rush that all vacations had to be postponed until enough men could be hired to handle the work load.

"New England sales," declares Flores, "are humming. Branches are

closing every gap. Marty figures by August his contracts in force will be back to the January level . . . No place for any summer slump here this year!"

Realizing at RCA "only presidents give cups," Boston started a "Manager's Mug" contest, based on the company theme, *All Sales Count!*

Points are awarded for sales dollars brought in by techs for initial & renewal contracts, installations, etc. There are three phases: June, July, August. Four points equal one mug. Winners are the men earning the most mugs in each phase, and most points for the entire period.

Winners of each phase get their names engraved on the actual mug (solid pewter imported from England). The final winner takes home the drinking vessel.

In addition, there are cash prizes for each phase and six awards for the finale—ranging from a portable radio to a weekend, all expenses paid.

The weekend kitty is growing, since each "visiting dignitary" has made a contribution, and the branch welcomes all visiting dignitaries.

Just to keep the mug circulating, there's a party for the whole office as soon as the goal for each period is met.

BOSTON BRANCH LINES UP WITH SUMMER SALES CONTEST MUG HELD BY MGR. MARTY RUBIN (top, center)



Steffen Frederick Nielsen

by Merrill Gander

Chief Television Engineer

THE passing of "Steve" May 21 marked the end of one of the most colorful and interesting careers in the company since 1920, when he joined the RCA family.

in the Field Signal Corps, 316th Argonne battalion, 91st div., in World War I.

Following his discharge as sergeant (1/c), Steve decided to marry, settle down, and look for employment that would

This sense of loyalty and eagerness to serve permeated Steve's whole life. He asked for nothing, but gave generously.

His first assignment as radio operator aboard vessels Radiomarine-equipped brought commendations from each command he served and each port he visited.

His record and his ambition rapidly carried him into more responsible positions, and many of our present executives remember being interviewed by Steve.

It would be a lengthy report that would completely outline his assignments and accomplishments in RCA. The loss of his right eye proved no deterrent to his ambition or service. He was a good fighter.

The Engineering section (in which he was employed at the time of his death) has a natural feeling of reverence and humility for Steve's accomplishments.

Unsurprising to us were Rev. Kapp's remarks: "This man had no enemies, his will be a just reward, for his accomplishments must have been tremendous."

Steve's latest illness started last fall. He considered his confinements in the University of Pennsylvania and Hahnemann Hospitals as "annoyances," or "plots" to deter his work. But, several days after his admittance to West Jersey Hospital, nature proved her superiority.

He was a member of the Haddon Heights Masonic Lodge and Excelsior Consistory. He was a member of IRE and VFW, Post 2142. Surviving are his wife, Clare; son, Robert; two grandchildren, a brother in Denmark, and two sisters, one of whom lives in England. Steve was buried in the U. S. National Beverly Cemetery with full military honors, May 25.



The late "Steve" Nielsen, RCA engineer, shown with wife, Clare, and granddaughter

Born in Copenhagen, Jan. 9, 1889, he realized early in life the advantages of learned trades, the benefits of an education, and pursuance of ambition.

Shortly after entering the United States, he enlisted in the Army, where he served

benefit himself and his country. His service records and commendations were never mentioned in any interview, although we have just uncovered signatures that most of us would have framed and treasured.

Tech Products Manager Adds Up Quarter Century



Hugh Frisbie (r.) holds 25-year pin given by W. L. Jones, vp (l.). Oper. Mgr. Carl Johnson applauds

THE district manager's meeting of the Technical Products Service Division in June had a grand finale for HUGH E. FRISBIE, Cleveland DM.

At the close of sessions, he was called into the office of Vice President W. L. Jones to accept his pin for 25 years of RCA service.

Hugh, who came on with the old RCA Photophone Company, Inc., from General Electric, has always been in Technical Products.

He worked for 13 years in Pittsburgh before transferring to Cleveland, where he was supervisor from 1945 until he became district manager three years later.

Two other Technical Products district managers with 25-year records are Pittsburgh's FRANK HAMRE and the West Coast's ART JACKSON, who retired in May.



HANDSOME 17-in. TV set is Grace Black's farewell gift from Service Co. Pres. Ed Cahill (r.) presents signature list. Others are (l. to r.): Virginia Stramm, Grace Archer & Frank Smalts.



AN ORCHID and bond are symbols of co-workers' good feeling, inspiring broad smile from Violet Curtis, N. E. Phila. Mgr. Walter Stobbe (l.) & Office Mgr. Frank McCabe congratulate.

TIME TO TRAVEL

GRACE BLACK missed a lot of the world while adding up 7000 Ediphone cylinders for Frank Smalts in Consumer Relations. Now that she has reached the age limit of 65, she's going to catch up on her traveling.

Retired this July, Mrs. Black started to work as a typist at RCA Victor, in Camden, a few months after her husband died, 23 years ago.

Raymond Black, an electrician, left her with a nine-year-old son, a six-year-old daughter, and an 11-room house with a mortgage, in Collingswood.

Her mother-in-law took care of the children while Grace became assistant supervisor of Victor's stenographic pool.

Through the years, she has paid off the mortgage at 849 Maple Avenue and educated her children.

Son, Raymond worked his way through Drexel Institute of Technology, to become an engineer for Allis-Chalmers, in Phila-

delphia, and Doris, now married to a minister, lives in Altoona, Pa.

Both children were present at the dinner given her July 7. Fifty friends, including President Ed CAHILL, turned out for the occasion staged by her boss, FRANK SMALTS.

The farewell gift was a 17-inch television set, presented by Mr. Cahill.

In between trips, Grace expects to get a lot of pleasure out of this addition to her home. (She hasn't missed a Burton Holmes travel lecture at the Academy of Music in eight years, she says.)

"I've been round the world with Burton Holmes. Now I want to take 'the trips,'" she explains. "My main goals are Florida and California, and Bermuda. A short trip will be Williamsburg. If I can't find anybody to go with me, I'll go alone."

Grace is not interested in reemployment, "at least, not for two years; I want to play lady." After that, if she gets tired of traveling, she'll get a job. Already, one's been offered by a printer.

Mrs. Black came to the RCA Service Company and Consumer Relations in '46.

20 Yrs. Was a Surprise

VIOLET CURTIS knew that she'd been working for RCA just about 20 years, but she didn't think anybody else was aware of it. When the day actually arrived, Violet herself was the last person to remember.

She came back from lunch that Friday afternoon in June, and, instead of going about her cost-clerking in Northeast Philadelphia branch, found herself holding a bunch of flowers, having an orchid pinned on, and accepting an RCA pin and \$25 U. S. Savings bond from office friends.

"It's wonderful to know that people feel that way about you," she smiled.

Violet started her career at RCA Victor, in 1933, transferred from Engineering Products into the Service Company's TV system as phone clerk at the old Chestnut Hill (Phila.) branch, in '48, when it was first opened. This was a convenient move for Violet, who lives with her mother and father in nearby Germantown.



Talking Sales

Down in Washington TV branch, demand-service techs have spearheaded, under Manager BOB MILLER, a sharp sales program to keep this office in the running for national leadership in new maintenance-contract business.

With the whole branch selling right along with them, the fellows have pushed toward a goal of 95 percent.

The men are (l. to r., seated): Richard Bensusky, George Titcomb, Johnny Boswell, Bill Aikman, Bob Barrett, Ben Whither, Albert Hogan. (Standing): Sales Supervisor Bill White.



Linda Youngs
(l.), 19,
billing clerk at
Arlington
(Va.) branch—
frequent
regatta winner—
in her
Penguin with
crew,
Lulu Haines.



Scores Indianapolis Race

CLIFF RIGSBEE, Commercial Service section boss (standing l., above), in weekend role of director of timing & scoring for Indianapolis 500-mile race. Others are assistant director and chief timer.

Cliff, member of the AAA's Nat'l Technical Committee contest board, has participated since '35. He stays up all night to ready complex scoring apparatus.

Father,
Ralph, built
first
Penguin in
1939

FAREWELL party for Grace Black (orchids) brought out (l. to r., seated): Bob Wythes, Bill Zaun, Joe Murray, Daughter Doris, Mrs. Black, Son Raymond, E. Cahill, F. Smalts, Ann Lynch



OFFICE FRIENDS at surprise party for Violet Curtis (orchids) in N. E. Phila. branch. Mgr. Walter Stobbe on her left, Office Manager Frank McCabe on right.

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