

CUSTOMER ENGINEERING

NEWS LETTER

January 14, 1957

IBM Suggestion Form

Submit each suggestion on a separate form. If practicable, submit drawings or diagrams in duplicate with the suggestion. Use a typewriter or write plainly with a hard lead pencil on a hard surface so all copies are legible. Remove the pink copy and retain for your record. Leave the remaining sheets and carbon intact. Forward all but the pink copy to your Suggestion Department. Copy 3, when annotated, will be returned as your acknowledgment. The suggestion number must be used when referring to this suggestion.

IBM MACHINE NAME

PAGE

OF

PART OR FORM NAME

9 Resolve - - -

IBM MACHINE TYPE

TOOL DRAWING SIZE

BRIEF RESUME OF IDEA

PART NO.

As we begin another new year in the ET Division, let's "take stock" and consider how we may improve ourselves individually, as well as increase our value to our company. A good start in this direction is the resolution to be more "suggestion-conscious" in 1957.

EXPLAIN YOUR ID

Your suggestions are regarded as a valuable contribution to the future sales potential of our products. It is through the help received from suggestions that many improvements are incorporated into the Electric Typewriter. ET improvements mean more sales and more new customers. Many items found in the ET News Letter are the direct result of suggestions sent in by you, the Customer Engineer. LET'S HAVE MORE GOOD IDEAS!!!

Today is the best time to start shaping your ideas for the advancement of yourself and our company.

RESOLVE today to be more suggestion-conscious in 1957.

* * * *

LINE SPACING TO BOTTOM OF PAPER

Occasionally an operator finds it necessary to line space down to the bottom edge of a form and is unable to because of paper slippage. If all adjustments are correct and the trouble persists, we recommend a procedure as suggested by Fred Hoogendijk of the New York Downtown Office. First, loosen the carriage end covers. Place the end of each bail spring under the hinge of the end covers and then retighten the carriage end covers. This causes the bail to exert more pressure on the form and helps prevent form slippage. Carbon copies should be checked after this pressure has been added, especially if soft carbon paper is being used, to assure that carbon markings have not occurred.

* * * *

HINT: LINE CORD PROTECTION

Wear and breakage of the ET extension cord may often be eliminated by running it under the adapter bracket in front of a rear foot.

This is particularly true when mounting the ET to certain types of desks. Linwood Howard reports that he has used this procedure quite successfully in his territory in Cambridge, Mass.

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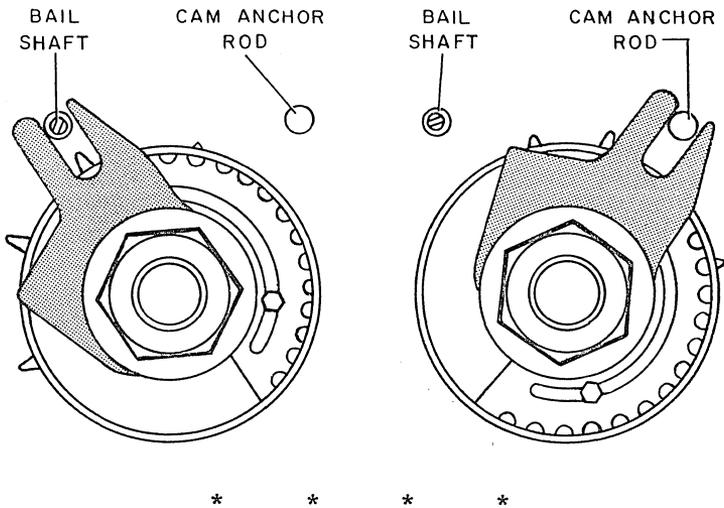
MODEL B DECIMAL TABULATION BACKSPACE ADJUSTMENT

The backspace pawl bracket assembly on Model B Decimal Tabulation ET's may be adjusted without dropping the interposer guide assembly, as on Model A's. This is accomplished by loosening the two hex-head screws with the 1/4" end of open-end wrench #9900005 and adjusting the pawl bracket to the left or right so that the pawl enters the rack with 1/64" clearance.

* * * *

PIN FEED PLATEN

Operators using Model A and Model B pin feed attachments occasionally desire to change quickly from a pin feed form to a non-pin feed form without changing the platen. This may be accomplished by adjusting the pin wheels for full extension in the form when the pin feed yokes are on the bail shaft. The yokes may then be moved back to the cam anchor rod when it is necessary to type a non-pin feed form.



SEGMENT GUIDE SPRING BREAKAGE

Some breakage of segment guide springs has been found to be caused by small cracks on the edges of the spring. These cracks actually appear as rough edges on the springs and eventually become larger cracks, resulting in spring breakage. The edges of the springs are now being polished to eliminate these rough edges.

* * * *

NOISY CRA NYLON PULLEY

A major portion of carbon ribbon rewind mechanism noise has been caused by rough spots on the small nylon pulley. A "tumbling" process has been added to the manufacture of this part to remove these rough spots.

This noise may also be reduced by applying grease to the spring belt. Since the grease reduces the friction between the spring belt and the pulley, it will be necessary to remove 4 to 6 turns from the spring belt to restore the required amount of friction.

A waxed cord (EAM part #147440) may be inserted inside the spring belt to help reduce noise by dampening the vibration of the coils.

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CORRECTION: PARTS CATALOG

Carriage and Rail Section

Model 1B carriage and rail assembly, figure 1, page 3, Ref. (B-6) part #1071657 Screw, Platen Guide Shaft (as required)

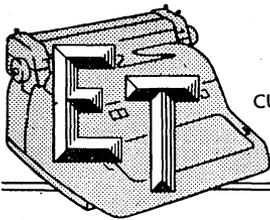
Page 5, Ref. (H-9) part #123639 Screw, Platen Guide Eccentric (as required)

Executive Section

Model 4B carriage and rail assembly, figure 1, page 3, Ref. (B-6) part #1071657 Screw, Platen Guide Shaft (as required)

Page 4, Ref. (H-9) part #123639 Screw, Platen Guide Eccentric (as required)

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CUSTOMER ENGINEERING

NEWS LETTER

January 30, 1957

Prescription for Impact!

Recently a letter concerning the establishment of a Maintenance Agreement Program for a customer of the Des Moines, Iowa, Branch Office came to our attention. The team-like efforts of the Branch Office Sales and Customer Engineering Departments made such an IMPACT on the customer that he purchased IBM Maintenance Agreements on all of his IBM Electric Typewriters.

The letter was written by Bob Johnson, ET Manager of the Des Moines Branch Office, to Jim Boaz, then District CE Manager of Districts 9, 10 and 11, and presently our new Manager of Customer Engineering, ET Division. Bob wrote as follows:

"Des Moines Customer Engineering had a boost today when the ... Company placed 63 of their electric typewriters on a Maintenance Contract.

"This is a result of several years' effort on the part of both Customer Engineering and the Sales Department. Action was finally culminated, I believe, by the fine assistance from Customer Engineering.

"Mr. Clarence Jeffers, Customer Engineering Manager, made a call with me and talked to the top four people involved with service contracts on ... equipment. The discussion was rather lengthy, covering both general and specific items we had to offer.

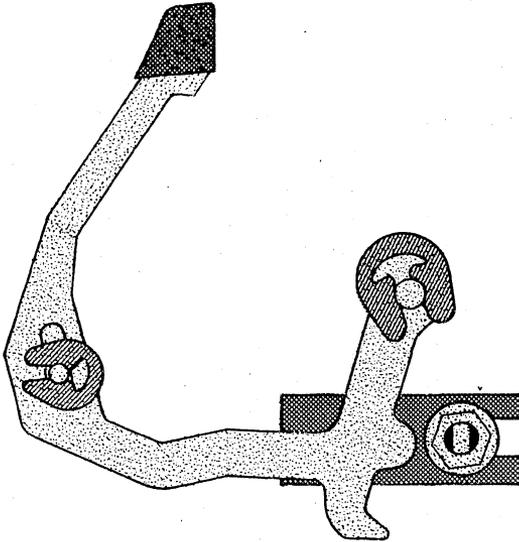
"The training film "ET Inspections" was shown to the same individuals, plus their own service personnel. Following the showing of the film, Mr. Eldon Graves, Territory Supervisor, made comments and answered questions of the customers.

"I appreciate the fine help that Customer Engineering has given to this account. It is another case of achieving a goal through the co-operation between Customer Engineering and the Sales Department."

After reading this article, we know that you will agree that this customer received the full IMPACT of the Des Moines Sales and Customer Engineering Team.

LOOSE MODEL A CARRIAGE RELEASE BAR

A method which prevents the carriage release bar from coming out of its pivot holes on Model A ET's has been suggested by William Williams, Customer Engineer of the Detroit Branch Office, and is as follows:

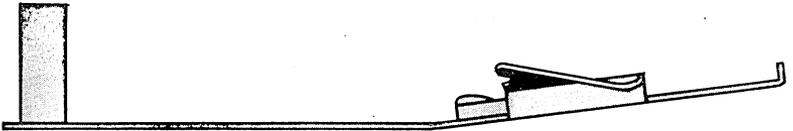


1. Break a standard segment guide spring 1 1/4" from the slotted end.
2. Loosen the margin rack nut.
3. Place slotted end of the segment guide spring under the release lever and parallel to the bottom of the end plate under the large margin rack washer.
4. Tighten margin rack nut.

The segment guide spring reduces the release shaft end play and will not bind off the carriage release lever.

SCHOOL ET'S IN YOUR TERRITORY???

Occasionally, operators unfamiliar with the Standard ET and, most frequently, student operators, while pulling an unmounted Standard ET forward on the desk, unintentionally pull loose the shift equalizing shaft or cause the line-locking bar to bind.



To eliminate the possibility of service calls resulting from this source, attach an Executive bottom plate, part #1079755, formed as illustrated, to the Standard ET. Forming may be accomplished as follows:

1. Install bottom plate in the normal manner under ET front feet to hold plate in proper position while forming.
2. Press the front portion of bottom plate inward toward the bottom of the ET. This permits forming the bottom plate under the base foot.
3. Remove bottom plate and form along slots cut out for adjusting knockout screws as illustrated.
4. Replace bottom plate under front feet and attach rear of cover to power frame with screw, part #424.

* * * *

CLOISTER PICA TYPE

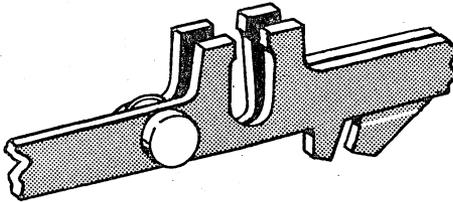
Catalog numbers for Cloister Pica type may be found in the Pica section of the new Type Available Catalog.

When requesting replacement type in this style, order those shown with the subscript "LI".

* * * *

REPEAT/NON-REPEAT KEY LEVER

Forming the U portion of the two-piece, repeat/non-repeat key lever, as illustrated, will make adjustment of the key lever to cam trip lever clearance easier. The key lever U may be formed apart with the 6" medium screw driver. Caution should be taken not to overform, as binds may occur at the point where the two sections of the key lever are riveted together.

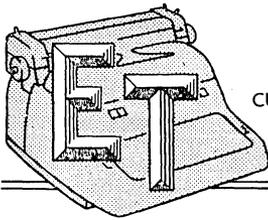


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CORRECTION: Maintenance Parts Price List

The price of the ring, part #1260156, on page 41 of the Maintenance Parts Price List should be corrected to read .35.

CORRECTION: ET Parts List and Reference Material, page 60, under "Key Buttons - Blue", change #1078057 to read #1075057 and #1078056 to read #1075056.



CUSTOMER ENGINEERING

NEWS LETTER

February 27, 1957

IMPROVEMENT OF TOUCH

A procedure for improving the touch on Standard Model BET's is suggested as follows:

1. Place the machine on its back with the switch off.
2. Push each cam in succession into the power roll. This may be done by pushing on the nylon tail of the cam. Turn the power roll by hand until the cam reaches the knockoff point.

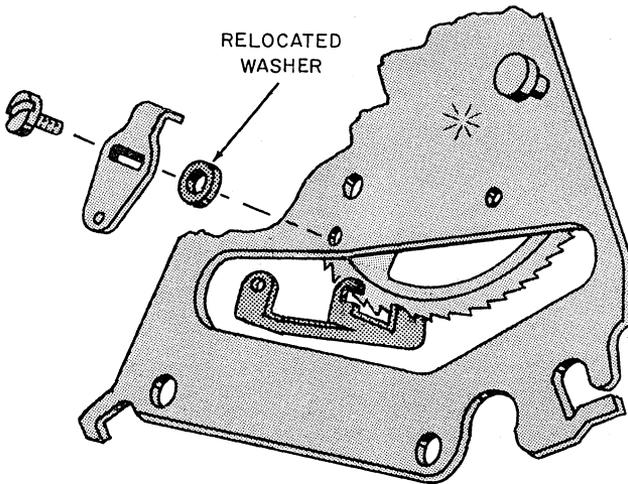


3. Using a spring hook or similar tool, apply a very small amount of #17 grease to the area where the trip lever contacts the cam. Care should be exercised not to over-lubricate, as this could result in possible migration of grease to the power roll. When lubricating a complete set of cams in this manner, it is recommended that the cam knockoff bar be removed (Standard ET) to facilitate lubrication.

* * * * *

HINT: RIBBON FEED

Occasionally, as a result of critically aligned check pawls on the fabric ribbon feed mechanism, the check pawl misses the spool teeth. A method for correcting this is to remove the washer, part #1090472, from the outside of the check pawl and to reinstall it between the check pawl and the ribbon mechanism feed plate. This relocates the check pawl tip closer to the inside of the ribbon feed plate by the thickness of the washer.



SLIPPERY DESK TOPS???

All felt pads presently shipped separately or with new ET's are coated with Latex to prevent slippage of unmounted ET's on slick desks or surfaces. It is recommended that older pads be replaced with the new pad if slippage is a problem. These are available under the present part number (1072824). CAUTION: Bolting will still be required for safety on those desks which tip the typewriter for storage.

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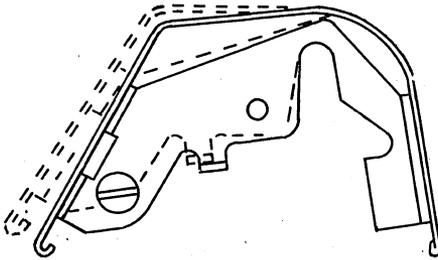
PARTS CATALOG CHANGES

Releases of Parts Catalog changes during the last half of 1956 are noted here to insure that your Parts Catalog is up to date.

<u>Section</u>	<u>Fig.</u>	<u>Mechanism</u>	<u>Date Issued</u>
Carriage Return Mechanism	2	Air Cylinder	11/1/56
Backspace Mechanism	1	Backspace	10/15/56
Tab Mechanism	1	Model A and B	7/30/56
Tab Mechanism	1	Centrifugal Tab Governor	11/15/56
Carriage and Rail Assembly	1	Model B Rear Rail (modified)	7/30/56
Base and Cover Plates	1	Model A	12/17/56
Base and Cover Plates	1	Model B	12/17/56
Base and Cover Plates	1	Side Frames Model A and B	12/17/56
Accessories and Attachments	3	Checkwriter Attachment Model B	7/30/56
Accessories and Attachments	6	Palm Tabular A & B	7/30/56
Accessories and Attachments	1	Electronic Tab	9/4/56
Accessories and Attachments	2	Electronic Tab	9/4/56
Accessories and Attachments	3	Electronic Tab	9/4/56

SPREADING THE PAPER TABLE

Occasionally the rear edges of the paper deflector on longer carriages offer interference to paper insertion as a result of insufficient overlap of the paper table to the rear edge of the paper deflector. This interference may be eliminated by loosening the screws at either end of the paper table and rotating the paper table toward the front of the ET as far as possible. Then, by forming the paper table outward (essentially, spreading it) along its entire length, interference of the deflector edge to the inserted paper may be eliminated.



NOTE: Caution should be used while forming to prevent possible contact of the rear edge of the paper table with the margin set finger.

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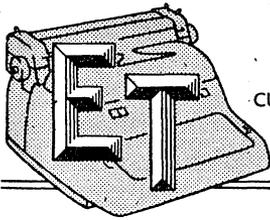
CORRECTION

Field Reconditioning Book - Page 16
Chart III - Escapement Rack 24"
Description should be changed as follows:

from $\frac{1072175}{(2 @ 3.30)}$ 1071485 6.60 to $\frac{1072163}{(3 @ 3.00)}$ 1072164 9.00

(It is necessary to use three 8-inch escapement racks for this carriage. The description incorrectly listed two 12-inch racks to be used.)

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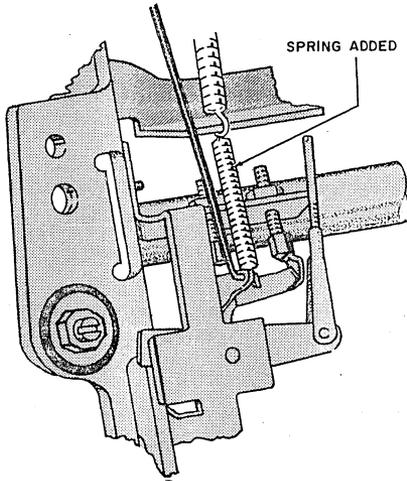
CUSTOMER ENGINEERING

NEWS LETTER

March 29, 1957

SPACE BAR CAM SLIPPAGE

Prevention of space bar cam slippage on Executive ET's as a result of insufficient pressure of the cam against the power roll may be obtained by a method as suggested by W. A. "Red" Ekelund of the New York Uptown Branch Office. "Red" suggests that by hooking one end of a shortened cam lever spring, Part #1071318 around the tip of the escapement connecting link with the other end hooked in the hole in the selector bar guide helps in forcing the cam tighter against the power roll resulting in a more reliable space bar operation.



This may be helpful in correcting certain space bar operations where insufficient cam pressure is a problem and particularly for those cases where the ET is in a cold location. This procedure should be used only when all other adjustments and parts are found correct.

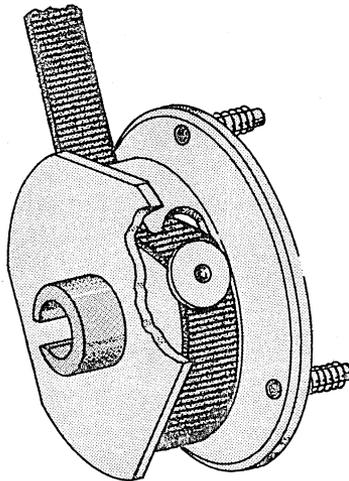
SOUND DEADENING MATERIAL

CEM 452 released March 15, 1957 stated that EC 826 Cement may be used for attaching the foam plastic material to the covers. We have found that "Weldwood Contact Cement," manufactured by the U. S. Plywood Corporation, usually available locally provides a satisfactory bond for the foam plastic. This cement should be applied generously to the foam plastic and the covers and permitted to become tacky before the foam plastic is applied to the covers.

Since EC 826 is inflammable and must be shipped separate from foam plastic material by Express this information may be of value where installation requirements are immediate.

LOOSE CARRIAGE RETURN TAPES

Carriage return tapes may be prevented from pulling loose from the notch in the take-up pulley by tucking the end, as illustrated, into the portion of the hole which is exposed when the tape is normally in place. This can be easily accomplished by punching the tape into the hole with the square shank screw driver or similar tool.



rae. ... increa... plans to send administr... into ... "very soon." (Photo)

IBM Expands Kentucky Plans

Floor Space Will Be Twice Original Size

The International Business Machines Corporation electric typewriter plant, which is being transferred from Kingston to Lexington, Ky., when it goes into full-scale operation next year, will contain twice the amount of floor space the company originally expected to build for initial use.

Buildings now under construction and scheduled for completion by March 1, 1958, will provide 871,000 square feet of space instead of the 428,000 indicated in early IBM announcements.

600 Local Jobs

C. F. Vough, Lexington plant manager, said the construction of larger facilities means, IBM will hire considerably more Lexington people than originally planned. At present 600 central Kentuckians, including a number assigned temporarily to the company's Kingston and Poughkeepsie plants for training, receive payroll checks regularly from IBM.

At least 500 IBM employees, including some transferred from New York plants, are working in Lexington now. IBM is well pleased with the personnel available in the Lexington area and is going ahead with construction plans.

Turn Out Executive Model

The Lexington pilot plant has been producing the Standard Model IBM typewriter since December 1956. The first Executive model IBM typewriter was produced by the Lexington pilot assembly line last week. The IBM Executive Model is a typewriter with proportional spacing which permits typists to vary the length of words and lines to add to the attractiveness or usefulness of typewritten copy.

The electric typewriter plant under construction in Lexington is being built in two phases.

Steps Outlined

The manufacturing building closest to completion comprises Phase I of the over-all building plan. It will house machinery that manufacturers IBM electric typewriter parts. The first equipment will be moved into this structure around October 1 and the first typewriter parts will be manufactured there on or before January 1, 1958.

Phase II includes a building practically identical to the Phase I Machinery building. This building, to be completed by March 1, 1958, will house the main assembly lines for manufacture of both Standard and Executive IBM electric typewriters.

To Connect Buildings

The two buildings will be connected near their center by a structure where typewriter parts will be plated in the last step of manufacture before moving into storage or to one of the assembly lines.

Two large manufacturing buildings will be connected at the northern end of the plant layout by a cafeteria building and a main office structure. The office building will face the main entrance to the plant. Both the cafeteria and office building are expected to be in use by next March 1.

To Become Warehouse

IBM's pilot assembly line, established last December, is housed in a building which ultimately will be converted into storage warehouse.

Assembly operations have been stepped up rapidly at the Lexington plant during the last two months. The pilot assembly line, originally organized to operate on a single-shift basis, now is running double-shift. An additional crew of assemblers was organized to speed the training of persons hired in Kentucky. A number of local people are joining the Kentucky force.

Thought this might interest you!

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FULCRUM WIRES ARE TOOLS

The four fulcrum wires (Part numbers 1000038, 1000502, 1012444 and 1016718) are classified as TOOLS and are not to be included in any maintenance parts inventory. If they are used as replacement parts on any ET they are to be recorded on a call report and accounted for as tools by the Branch Office.

ORDERING ET TOOLS

A temporary ET tool list was recently distributed to all Branch Offices to be used until the tool list section is available for the ET Parts Catalog. Several additions, deletions and tool number changes appear in this list. When ordering replacement tools, please refer to this list to be certain of the correct tool number. It has been noted that recent tool orders list numbers which are no longer in use.

CORRECTIONS

1. ET Parts Catalog, Tabular Mechanism Section
Page 7, Centrifugal Tabular Governor Mechanism
Reference A, Part Number 1270788

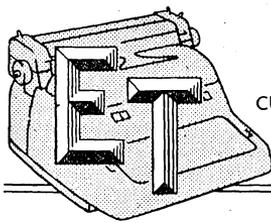
Change part number 1110099 - Screw, hex head Governor Mounting 30" - to read part number 1090023.

2. ET Parts Catalog, Tabular Mechanism Section
Page 7, Centrifugal Tabular Governor Mechanism
Reference 15

Change part number 38387 - Screw, Governor Mounting 12", 16", 20", 24" - to read part number 1090023.

3. ET Parts Catalog, Tabular Mechanism Section
Page 7, Centrifugal Tabular Governor Mechanism
Reference 15

Remove Part Number 1110099 - Screw, hex head, Governor 30" (2 required).



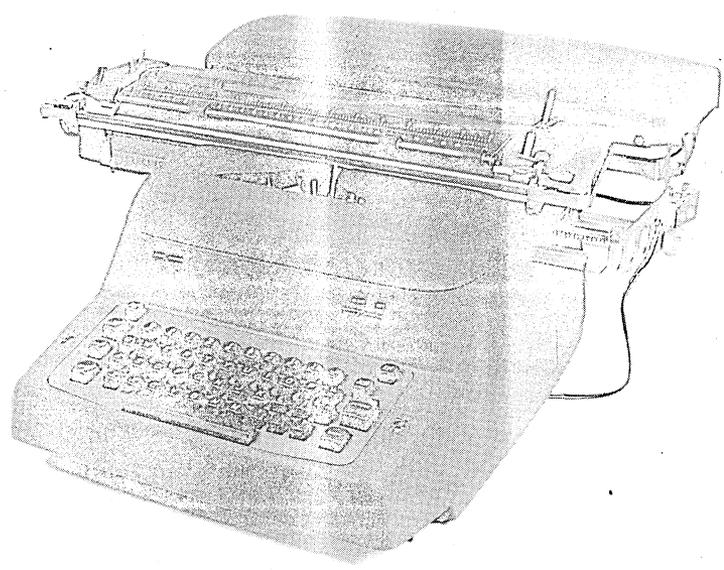
CUSTOMER ENGINEERING

NEWS LETTER

April 11, 1957

New Model B Hektowriter

The IBM Hektowriter attachment was recently announced at the 100% Club meetings throughout the country. We are pleased to devote this entire issue of the News Letter to this new addition to the ET Division.



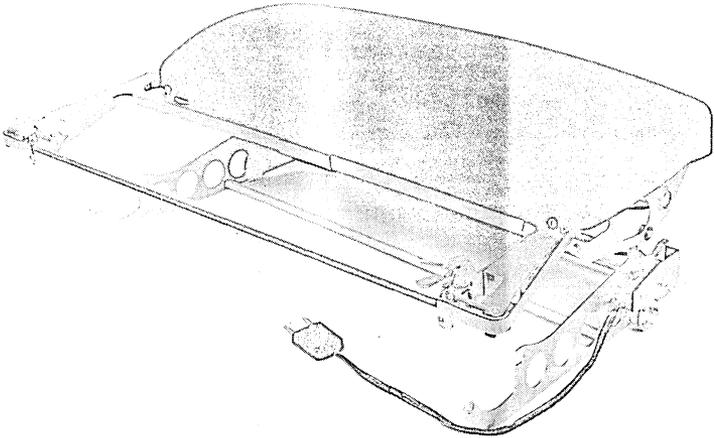
In the present hektograph process without our attachment a typist uses a full carbon sheet for preparing hektograph masters. This carbon sheet can never be fully utilized, however, since all the unused space that is left on the master represents wasted carbon. On the new IBM Hektowriter device, the impression on hektographic masters is accomplished by the use of a hektograph ribbon fed on a nylon guide in front of the typewriter platen. The ribbon moves only when the typebars are actuated, making pos-

sible full utilization of the "one-time" 300 foot ribbon.



This device simplifies and economizes the preparation of masters, since the typist is not required to reduce typing speed in an effort to hit each key with the same striking power as on a manual typewriter. With this attachment, typists can maintain fast feather-like touch, letting the motor do the work. Thus the following most important requirements for good hektograph masters are met with little effort; uniform type impression, uniform deposit of carbon, and, as a result, a greater number of legible prints. The correction of errors is no longer a problem. After having removed a mistake from the master, a new space of unused hektograph carbon is always in typing position. Replacing the hektograph ribbon may be accomplished by taping the end of the used ribbon to the clean leader of the new ribbon. Consequently, the typist's hands touch very little of the hektograph carbon. With the hektograph typing finished, the frame of the device is tilted up and normal typing may be resumed in a matter of seconds.

The IBM Hektowriter attachment makes an ideal partner to the IBM Electric Typewriter. It can be installed on any Model B Standard or Executive ET with a 16" carriage, and is the solution to the problem of how to achieve top hektographic performance at low cost and with little effort.

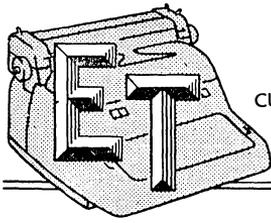


This attachment was developed by the IBM World Trade Corporation as a result of the prevalent use of the Hektograph process in Europe.

In line with IBM policy of making available to all segments of the company products developed in any one area, this attachment will be supplied to the ET Division by the IBM World Trade Corporation.

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CUSTOMER ENGINEERING

NEWS LETTER

May 15, 1957



Congratulations!!

----- To Mr. E. W. Trueblood, Customer Engineer of the Terra Haute, Indiana Branch Office who has qualified as the top suggestion award winner nationally for the month of March,

Wayne's suggestion, for which he won \$ 525.00, was in connection with changing the plunger type feed roll shaft to a less costly shaft.

We are certainly pleased to make this announcement and anticipate the opportunity to put more such announcements in future News Letters. Today is a good time for you to help by writing that suggestion NOW!!!!

CHANGE IN CONTAINER FOR IBM CLEANING FLUID

IBM Cleaning Fluid is now supplied in a 6-ounce oval-shaped container. This is an improvement over the former 8-ounce style since the new container is sturdier and less subject to leakage and evaporation.

IBM Cleaning Fluid in the new 6 ounce container is packed 24 cans to the carton instead of 12 as was formerly supplied.

The Cleaning Fluid, part number 450608 has not been changed. Orders for IBM Cleaning Fluid for ET use will be supplied from the Kingston Plant on a regular Parts and Supplies Requisition.

SHEARED LEFT REAR RAIL SUPPORT SCREW? THEN TRY THIS

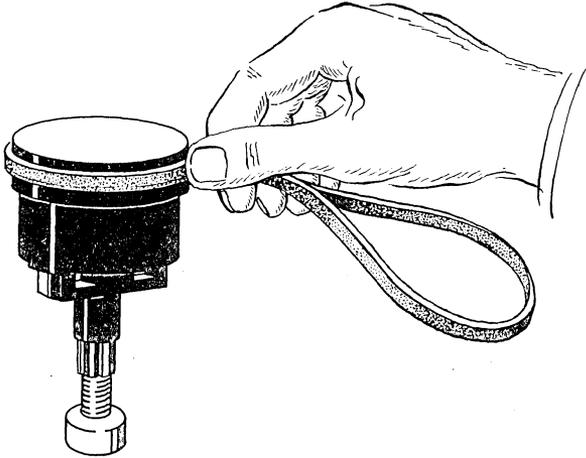


The St. Louis Branch Office recently recommended a method for removing a sheared rear rail support screw. A screw the same size as the rail screw is filed as illustrated to give a biting edge. This is then inserted from the top of the rail. It contacts the sheared portion and turns it on through the rail.

" HIDDEN VALUES "

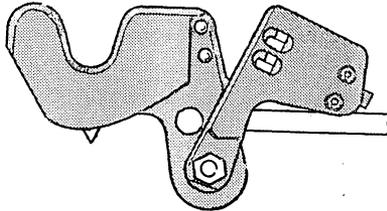
We are enclosing with this edition of the News Letter a reprint of an item taken from the December, 1956 edition of the magazine " Office Executive. " We feel, as we know you will, that there are numerous " Hidden Values of Office Machine Contracts. "

TIGHT CENTRIFUGAL TAB GOVERNOR COVERS



Mr. E. W. Trueblood, Customer Engineer of the Terra Haute Branch Office has suggested a method for easy removal of the former smooth centrifugal governor cap. Wayne suggests that a V - Belt turned wrong side out and held tightly around the cover, as illustrated, greatly aids in removing tight caps. Governor caps on new ET's have serrations to reduce difficulty in removal of tight caps.

TRONIC TAB IMPROVEMENT



Sensing Finger Assembly # 1108258 and Contact Plate Assembly # 1108268, have been redesigned to reduce breakage of the sensing finger assembly in the field. Whenever the sensing finger assembly is replaced, it will also be necessary to install the newly designed contact plate assembly. The part numbers of these assemblies have not been changed.

MOTOR HUM

Repositioning of the motor end bells on the former shaft-mounted motors occasionally aids in reducing motor hum and excessive vibration. On ET's presenting this problem the motor may not be parallel to the rear frame. To check for this condition, remove the rear cover and sight down the rear of the ET. If the motor is found to be out of parallel with the rear frame, the following is suggested:

1. Remove motor
2. Loosen the nuts holding the end bells.
3. Turn one end bell on the motor housing (Max. 020") with respect to the other to perfect alignment between end bells.

PAPER RELEASE LEVER SPRING

The Model B paper release lever spring used for holding the paper release lever in the released position (Pt. No. 1109870) is now heat-treated after plating. This process reduces breakage of these parts. All springs now shipped from the Plant have undergone this change.

CLUTCH LEVER LOCKNUT

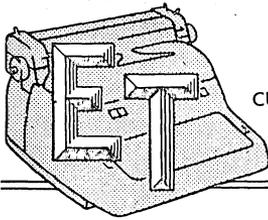
A new self locking type nut now replaces the former part for the clutch lever retaining bolt on all Model B ET's. This locknut has been found to be superior to the former style. The part number (1091621) and price remain the same.

CORRECTION:

CEM # 453 - Page 5

Change B/M 1270774 to read Carbon Ribbon Attachment (Cog-Belt) Specify Color

Change B/M 1270822 to read Carbon Ribbon Attachment (V Belt) Specify Color.



CUSTOMER ENGINEERING

NEWS LETTER

June 28, 1957

Nine Points of

Impact

For a Customer Engineer

- 1 Has self - confidence but does not show it to a disadvantage
- 2 Can be courteous in face of discourtesy and disappointment
- 3 Takes firm interest in his firm's interest at all times
- 4 Keeps his word, temper and friends
- 5 Wins respect by being respectful
- 6 Turns up with a smile and still smiles if he is turned down
- 7 Understands people and can make himself understood by people
- 8 Has a steady eye, steady nerve, steady tongue and steady habits
- 9 Is silent when he has nothing to say and when the customer has something to say

HANDY TOOL

O. M. Shoemaker, of the Los Angeles Branch Office, has suggested use of the segment guide spring, part # 1107959, which is .015" in thickness, as a handy tool for checking the letter cam to power roll clearance. This may be of assistance to you during adjustment of the cam bearing support.

IDEAS ARE SUGGESTIONS

One way to determine suggestion ideas is to always approach the problem with an inquisitive and questioning mind. Start out by questioning your own practices and follow through with an analysis of what "ailed" the machine. An example of the questioning approach is as follows:

1. What could I have done to have prevented this call?
2. What could have made it easier and quicker for me to determine the source of trouble?
3. What would have made it quicker and easier to correct the trouble once it was diagnosed?
4. Would a better or different part have lasted longer?

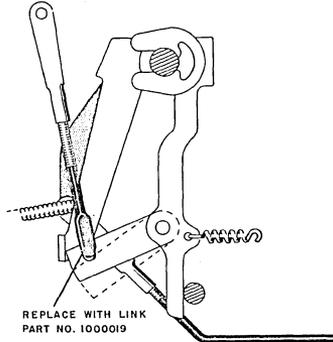
These are only sample questions, but ones that lead to creative thinking and generation of new ideas. Ideas lead to suggestions, and suggestions lead to awards resulting in a better product and one that is more easily serviced.

ELECTRONIC TAB FORMS

The silvered lines on forms used in Electronic Tabulation ET's must be at least .020" to .030" in width for proper tabulation. Lines inked narrower than .020" may result in tab failure. We are enclosing a form for each Customer Engineer with this News Letter which has lines inked to the proper width. This may be used to ascertain whether or not the lines on the customer's forms are of the proper width. Additional forms may be obtained from the Sales Department in the Branch Office.

REVERSING EXECUTIVE SPACE BARS

An operator may prefer that the left space bar escape 2 units and the right space bar escape 3 units.



Reversing the Executive space bar escapement may be easily accomplished by the following procedure:

Replace the connecting link, part # 1014536, between the space bar key lever and the escapement cam, with longer link, part # 1000019. The longer link should be adjusted to allow the interposer to clear the bottom of the formed lug on the space bar actuating lever by a minimum of $1/32$ " when the left hand space bar is operated (at the point of cam trip.) When the right hand space bar is depressed the interposer will contact the actuating lever causing three units of escapement. When the left hand bar is depressed the interposer will move below the actuating lever, causing only two units of escapement.

Reversing of Executive space bar escapement in this manner may result in a bounce of the left hand space bar when the right hand space bar is operated. This is caused by the bottom of the actuating lever contacting the top of the space bar interposer (in the lower position to which it has been adjusted.)

This change may be found especially helpful for left handed operators or those who prefer to use their left thumb on the space bar.

IMPROVING PAPER ROLLBACK

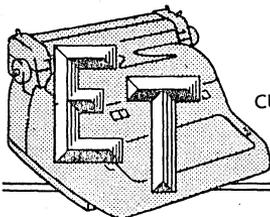
This adjustment procedure has been suggested as an aid in improving rollback and reducing wrinkling for certain types of applications.

1. Loosen all rear feed roll adjusting plate screws .
2. With the deflector removed, insert 3 or 4 tab cards between the rear feed rolls and platen.
3. Adjust the rear feed roll adjusting plates until the front feed rolls have a slight drag on the platen . This drag should be equalized throughout the feed rolls.
4. Tighten adjusting plate screws and check to see whether sufficient feed roll release may be obtained. If the front feed rolls do not clear the paper during feed roll release use one less card in step 2.
5. Check to make certain that the deflector is properly formed and not pressing down on the front pressure levers. (See CEM # 400, steps 6 and 7.)
6. Readjust feed roll pressure so that a pressure of 10 to 16 ounces is required to deflect the rear feed roll pressure levers and 22 to 32 ounces is required to deflect the front feed roll pressure levers.

(Depress front feed rolls while measuring tension of rear feed rolls.) The feed roll pressure chosen from the wide limits suggested should be dictated by the machine application.

CORRECTION: B4 REFERENCE MANUAL

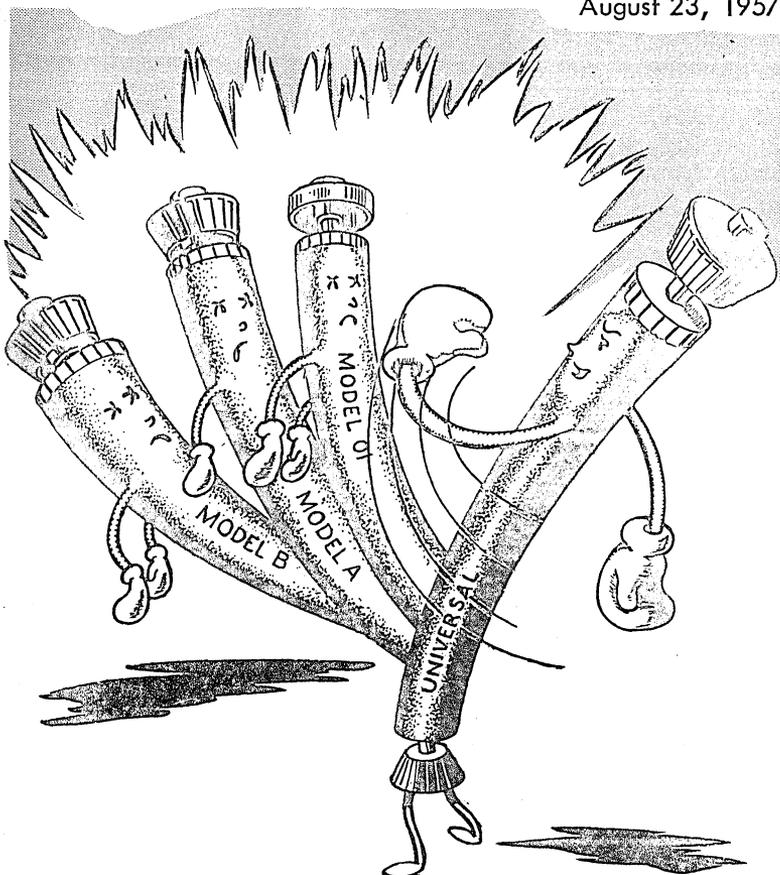
Page 18, step 4, under " Grouping Latch Adjusting Plate," last sentence should read, " It may be necessary to slightly readjust the grouping latch adjusting screw to satisfy this condition . "



CUSTOMER ENGINEERING

NEWS LETTER

August 23, 1957



UNIVERSAL PLATEN KNOCKS OUT

— ALL 3 —

A UNIVERSAL PLATEN

Now we have it!! The platen that we all have been waiting for!! A UNIVERSAL PLATEN which can be used on ALL Model ET's!! Now platens with ratchets alike can be moved from one ET to another in a customers office regardless of the ET Model. The universal platen, recently announced by CEM # 457, will readily be accepted by our customers since platens with different rubber hardness are easily interchangeable between ET Models.

We are happy the time has arrived when a Customer Engineer may use 1 platen to fill all customer platen requirements for a given carriage length.

Explain the many advantages of the universal platen to our IBM Customers and make them fully aware of this ET improvement. One platen---easily interchangeable between all Models. An improvement for Customer, Customer Engineers and the Branch Office.

* * * *

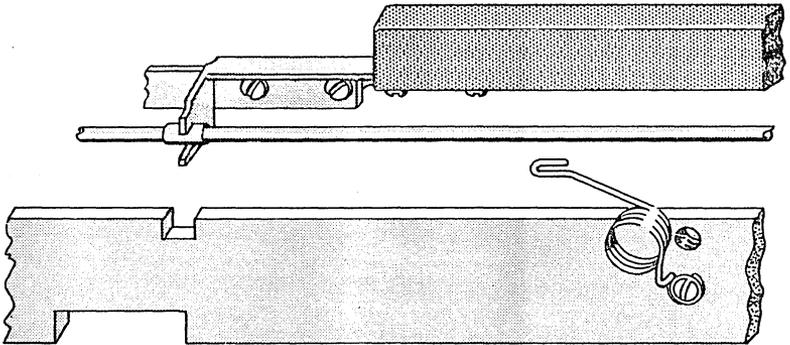
ET CUSTOMER ENGINEERS -- FIRST AGAIN

G. C. Moore, ET Customer Engineer in the Pittsburgh, Pa. Branch Office and R. K. Rambo, ET Customer Engineer in the Olympia, Washington Branch Office, succeeded in winning the top suggestion awards for the month of August. This is an important event in the ET Division since this is the second month in 1957 that ET Customer Engineers have been the highest award winners nationally. We can truly be proud of this record, and offer our heartiest CONGRATULATIONS to these 2 Customer Engineers. Let's continue to send in award winning suggestions.

Incidentally, we knew you would be interested in the enclosed insert concerning the Suggestion Department here at the Kingston Plant. This article was recently released in the Kingston Plant newspaper, IBM ET Typings, and gives an inside view of the Suggestion Department.

* * * *

REPEATING SPACEBAR WITH HEAVY-TOUCH OPERATORS???
THEN TRY THIS!!!



Operation of the repeat space bar on single space bar operation by "heavy touch" operators may be prevented by the following steps:

1. Form a Model A RH bail spring, part # 1105743 as shown in the illustration.
2. Attach the formed spring to the front frame lower hole with a washer-head screw, part # 1079999.
3. Adjust the spring up or down to contact the equalizing rod in accordance with the operators touch requirements.

The above also provides a more positive bottoming feeling which can on occasion improve touch for some operators.

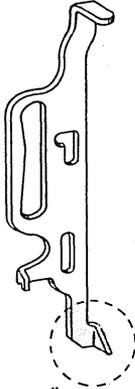
* * * *

PRICE CORRECTION

In the new ET Maintenance Parts Price List dated June 30, 1957, correct the selling price of Part # 1110097, Platen Assembly, 16", 29 Tooth Dual Purpose Platen from \$20.00 to \$18.75.

* * * *

ET RIBBON IMPROVEMENT



The ribbon rewind lever, part # 1072701, now has a portion of the lower lug removed as illustrated. This change allows the ribbon rewind lever lug to cam off the RH side frame of the ribbon cam, thus preventing the lever from hanging while unlatching.

* * * *

PARTS CATALOG RELEASES

Recent releases of Parts Catalog sections are noted here to insure that your Parts Catalog is up-to-date.

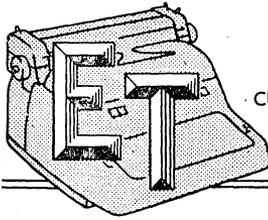
<u>Section</u>	<u>Figure</u>	<u>Date Issued</u>
Input-Output Writer	1 & 2	February 13, 1957
Waybill Platen	1	July 8, 1957

* * * *

PARTS CATALOG CORRECTION

Base and Cover Plate Section, page 8, reference 48, part number 1078056 listed as Cover Assembly Magazine LH should be changed to read Cover Assembly Magazine RH.

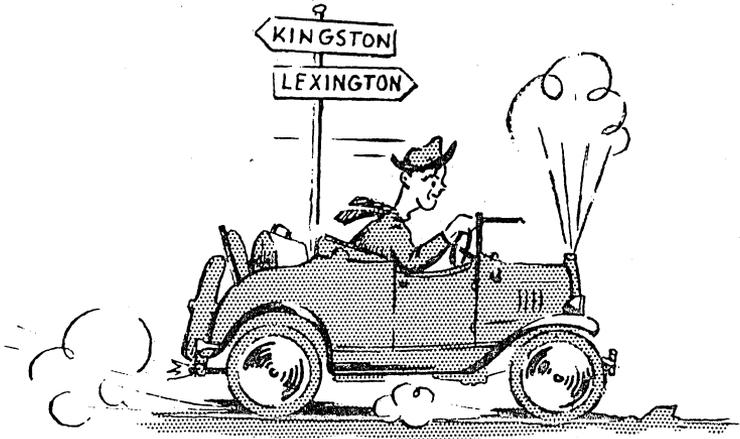
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CUSTOMER ENGINEERING

NEWS LETTER

October 25, 1957



WE'RE MOVING TO LEXINGTON

The ET CE Technical Engineering Department (formerly the ET Customer Engineering Department) and the ET CE Education Department have been busily preparing for the move to Lexington, Kentucky. On October 31, 1957 these two Departments will start the 875 mile trip to the Bluegrass State.

Temporarily we will be located in the Belt Line Annex Building in Lexington and later, when space permits, we will move into the new administration building in front of the new Plant.

The Technical Engineering Department and Education Department are looking forward to the move into the new location. A letter being circulated to all Branch Offices serves as the notification of our new address after October 31, 1957, as follows:

IBM Corporation
ET CE Technical Engineering Department 903
Belt Line Annex
Lexington, Kentucky

DON'T OVERLOAD



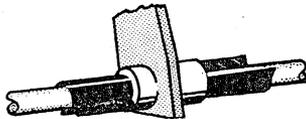
Everyone knows what happens when an electric motor is constantly overloaded. Eventually it shorts out or burns up and must go to the shop for an overhaul. This can also be true of a good back when it's overloaded. However, it can not be overhauled nearly so easy. Don't do what our friend to the left is doing - DON'T OVERLOAD!

* * *

FASTER RIBBON CONTROL OPERATION

If an operator uses only black and red positions of the ribbon lift and wishes ease of locating the button-----install an extra ribbon control lever (1071935) on the ribbon lift mechanism for black position. With this arrangement the operator flicks the button all the way down for black and all the way up for red. NOTE: With this arrangement the stencil position is lost.

* * * *



LOOSE SPACE BAR BUSHING

R. D. Lanser, CE of the San Diego Branch Office has suggested that loose plastic bushings on space bar equalizing rods without dimples may be held in place with the new feed roll shaft retaining clips. Install a clip (part #1110093) on each side of the bushings.

Space bar equalizing rods were made without dimples in the earlier Model A ET's.

* * * *

USE THE RIGHT TOOL

Our friend to the right has helped exaggerate a point. Although this has never happened to a Customer Engineer, and we hope never will, it nevertheless will pay each of us to review our daily operation to determine whether the right tool is always used in the right place. Also, check the tool kit to ascertain that all tools are in a good condition.

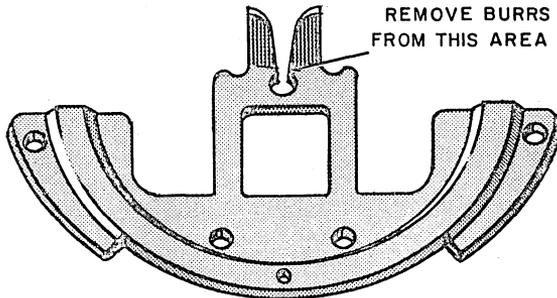


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LOCATION OF FRONT COVER SCREW HOLES

Jack Sheehan, CE of the Buffalo Branch Office has suggested that the holes in the adapter bracket for the long front case mounting screws may be more easily located by filing the top of the raised bosses around the holes. This exposes the bright metal around the hole and greatly assists in fastening the front case to the adapter bracket.

* * * *

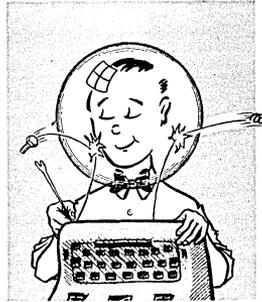


POLISHING TYPE GUIDE

Type bar center guides are now being vapor blasted to eliminate burrs around the slotted portion of the center guide, and to prevent type bars sticking in the center guide. This condition may be alleviated on ET's with this trouble by using crocus cloth in the area of the guide above the small round hole, as shown in the illustration.

SAFETY WILL NEVER BE OLD HAT

Nor will those eyes you have ever be replaceable. Why not wear those safety glasses rather than take a chance of losing your most valuable asset. Only a second is required to put on the "bubble" of safety. Your eyes are certainly worth more than this. Remember the safe worker stays working.



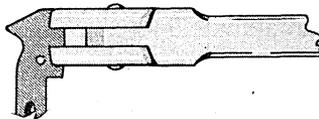
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CORRECTION - CEM #458

Page 3 of CEM #458 lists Ref. No. 17 - 1104042 - Stop, Adjustable (2) and page 4 Adjustment #2 & #3 refers to Inner Stop and Outer Stop, part number 1104481.

As these are the same parts, the correct number in "Adjustment references" should be 1104042.

* * * *

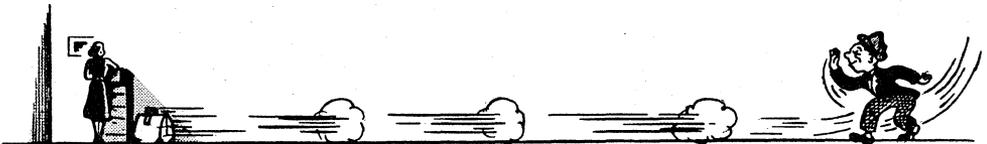


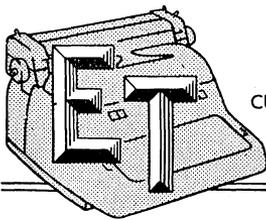
A METHOD OF LOCATING SLUGS ON TYPE BARS BEFORE SOLDERING

Better location of type slugs may be accomplished by using the 3 prong aligning pliers to form the front 1/8" edge of the type bar. J. B. Greer, CE of the Birmingham Branch Office has found that this method allows the slug to fit the type bar more snugly, thus keeping the slug in alignment during soldering.

* * * *

When rolling for a strike make sure it's not in a customers office .
- BE SAFETY CONSCIOUS -





CUSTOMER ENGINEERING

NEWS LETTER

December 25, 1957



Year's end is a time for looking back, and looking forward.

Looking back over the months of 1957, we in ET Customer Engineering can be proud that we have made a real contribution to the continuing advancement of our Division and our Company. You have met the goals you set out to meet and can be satisfied with your accomplishment.

We have also learned a great deal. We have matured in our ability to see and to understand what we see. We know where we are and we know where we are going. This means we have real confidence in the future. With the consolidation of our position in 1957 upon a firmer foundation of knowledge, and with preparation and a plan for tomorrow, we can

Look forward to 1958 in anticipation of new opportunities and new ways to use the knowledge and preparation gained.

It has been a real pleasure to work with you in 1957. All the men and women in ET Customer Engineering at Headquarters, District and Plant wish you and your family

A VERY MERRY CHRISTMAS

AND A MOST HAPPY AND REWARDING NEW YEAR.

JE Boaz

RELOCATION OF PLATEN HARDNESS NUMBERS

All platen hardness numbers are now stamped on the extreme left end of the platen rubber, next to the platen ratchets. This relocation of stamped numbers has been initiated to facilitate platen manufacture.

* * * *

IMPROVEMENT: Decimal Tab Margin Lever

The Decimal Tab Margin Lever has recently been hardened to eliminate bending and distortion. All Decimal Tab Margin Lever Assemblies (Part #1106175) shipped from the Plant after this will have the margin lever (Part #1106364) hardened to the latest specification.

Correction Note: This announcement also serves as a correction to the Parts Catalog, Model B Decimal Tabulation Section, page 36, since Part #1106175, Bracket Assembly, Support and Margin Lever, was erroneously omitted from this section.

* * * *

CORRECTION - CEM 461

Page 1, Step 2, 2nd Sentence. Change Part #1012648 to read 1016248. Also, change price for B/M 1270827, shown on page 2, to read \$2.61.

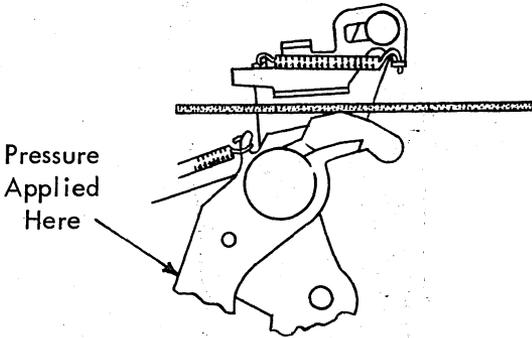
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CORRECTION ET REF MANUAL - HEKTOWRITER SECTION

Page 6: Add "at the hub" to the last sentence in adjustment #3. Also, add the following sentences: The pull required at the periphery of a full spool should be from 4 to 5.75 ounces. This latter measurement may be made by connecting the scale to the uninked ribbon leader.

* * * *

HEAVY TOUCH??



In News Letter #43, a procedure was presented for improving touch on Model B Standard ET's. Another method for improving touch which has been used successfully in several Branch Offices is that of flexstoning the edge of the nylon cam as shown in the accompanying illustration. This is accomplished as follows:

Remove the cam levers from the ET.

Upon removal of the cam levers a flexstone is placed between the trip lever and the nylon cam. A slight pressure is then placed on the cam and the flexstone. Moving the flexstone back and forth 2 or 3 times under this pressure will result in rounding the corner of the cam.

Rounding of this corner, however time consuming, may result in reducing critical touch problems. It is suggested that this method of improving touch be used only when all other known methods have failed.

* * * *