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WATTS

07 - 2008

Year 78 +7m

Monthly newsletter of the Pretoria Amateur Radio Club
Maandelikse nuusbrieff van die Pretoria Amateur Radio Klub.



PARC, PO Box 73696 Lynnwood Ridge 0040, RSA



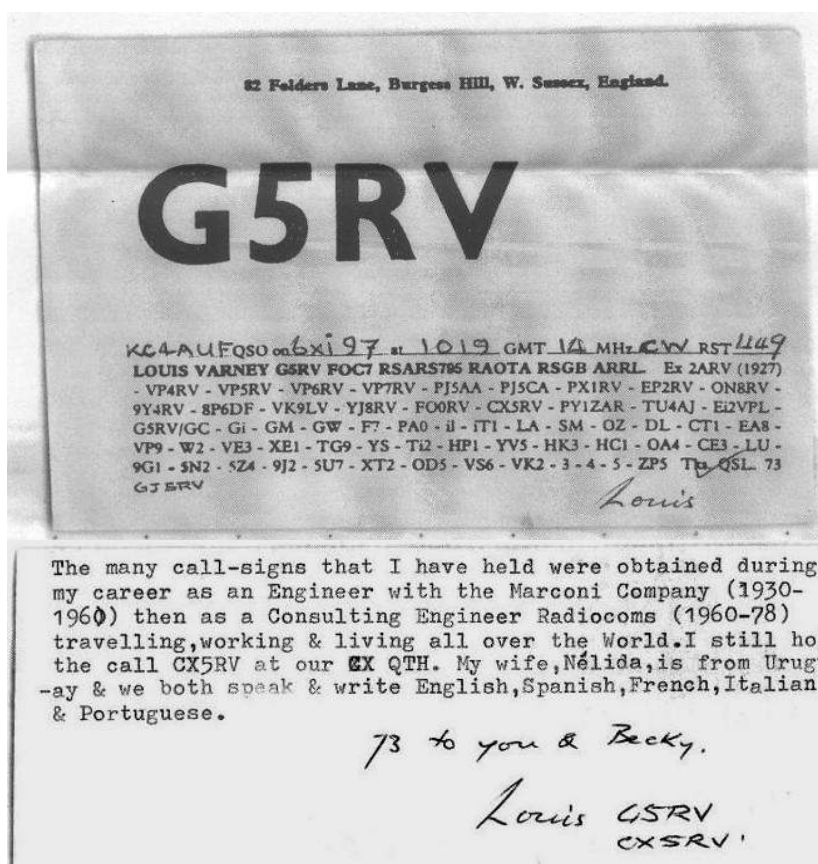
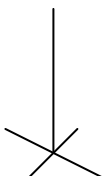
<http://www.parc.org.za> mail:zs6pta@zs6pta.org.za

Bulletins :145,725MHz 08:45 Sundays / Sondae

Relays : 1840, 3700, 7066, 10135, 14235, 51400, 438825, 1297000kHz
Activated frequencies are announced prior to bulletins

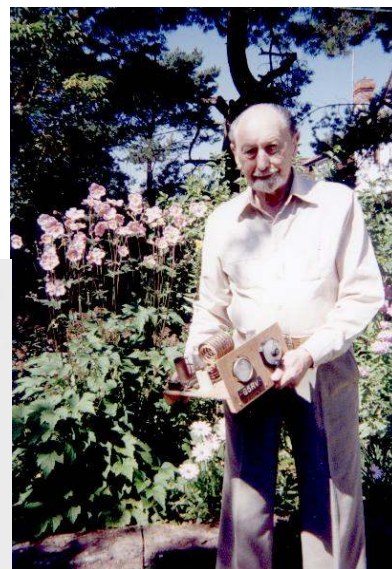
Swapshop: Live on-air after bulletin 2m and 40m

Bulletin repeats | herhalings : Mondays 19:45 on 145,725 MHz



Louis Varney, the father of the G5RV antenna.

See page 6 for a technical description and further computer assisted refinements.



In this issue

- Minutes 14 June Notules
- Member's pages Lede-bladsye
- Member activities Lede-bedrywighede
- HF mobile ideas
- Technical items The G5RV Tegniese items
- An old boat radio
- Page eight Bladsy agt

In hierdie uitgawe

Next Meeting 09 July 2008

Time: 19:30 for 20:00
PARC Clubhouse
South Campus
University of Pretoria
SE cnr University and
Lynnwood roads

PARC Management team / Bestuurspan Oct. 2007- Sept 2008:

Committee members

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	Doreen de Bruyn	ZR6DDB		012-803-7385	082-857-9691

Minutes of the monthly club meeting of the Pretoria Amateur Radio Club held at the South Campus of the University of Pretoria on 14 June 2008

Welcome / Verwelkoming: The Chairman Almero du Pisani ZS6LDP, declared the meeting open and welcomed all who attended.

Attendance / Bywoning: The meeting was attended by 16 members and 1 visitor, Vlasta sw of Ivan ZS6CCW.

Apologies / Verskonings: Apologies were received from ZR6JB, ZS6BTY, ZR6HAP, ZR6ESP and ZR6BVB.

Personal matters / Lief en leed: Ivan ZS6AUT is ill and is still in Hospital.

Minutes of previous meeting / Notule van vorige vergadering: The minutes of the previous meeting as published in Watts were approved. Proposed by Richard ZS6UK and seconded by Bill ZS6KO.

Matters arising from previous minutes: None.

Club Activities/Klub Aktiewiteite

Rallies/Tydrenne: Johan ZS6JHB het berig dat die kommunikasie tydens die Total Tydren wat die naweek van 29–31 Mei 2008 plaas gevind het, uitstekend was en almal wat betrokke was by die tydren word bedank vir hulle bydrae.

The next event will be the Prisma Comms – Sam 100 Rally that will be run in Rayton/Cullinan area on Saturday 21st June 2008.

Three mobile stations (COC, Car 0 and Sweep) 1 Control and 4 Fieldstations are needed to provide comms for the event. Members who can assist must please contact Johan on 0824923689 or e-mail him at johandbr@absa.co.za.

Social / Sosiaal: Bring & braai na afloop van die klub vergadering.

Foxhunt / Jakkalsjag: Foxhunts will commence in September/October 2008.

Fleamarket / Vlooiemark: Scheduled for Saturday 26th July 2008 at the club's premises. Please contact Almero for further details.

Financial Report / Finansies: Richard ZS6UK reported on the club's financial status.

Technical / Tegnie: Craig ZS6RH was not available. However the repeater network is operating very well. Thank you Craig ZS6RH & Johan ZS6JPL for your hard work for keeping the repeater network up and running!

Projects / Projekte: Battery charger kits available. Please contact Roy ZS6XN for further details.

Website / Webblad: Website is up and running.

General / Algemeen: Deryck ZS6KQ complained about the tone on the repeater network and asked if the tone can be switched off. Johan ZS6JHB to liaise with Craig.

Membership Cards: Johan ZS6JHB requested Richard to forward him the latest membership list in order to get new membership cards printed. Once finalised these cards will be available to members at a mere cost of R10 per card.

Guest speaker / Gasspreker: Nobody was invited to give a talk/presentation for the June meeting. Committee to discuss.

Closure / Sluiting: The meeting closed at 14.45.

Next meeting / Volgende vergadering: - Wednesday 9 July/9 Julie 2008. Starting time 20:00.

Editorial

It almost slipped my mind that last month's issue completed 5 years of electronic WATTS and we are now into our 6th year. All issues since June 2003 should be available on our website when you read this. We intend to scan older issues also and go further back in time. Members with such material must please submit them to possibly fill any gaps.

Any WATTS issue published is now open for perusal or download by any visitor to our website.

However, what do visitors and members expect to see in our newsletters? Not just scans of technical articles and copies from internet! Your editor needs mugshots, shack shots, tower and antenna shots and photos/descriptions of your projects *and amateur radio in action*. Please consider your editor's plight so that every issue can be *representative* of your club.

Redaksioneel

Dit het my amper ontgaan dat verlede maand se uitgawe van WATTS was die voltooiing van die vyde jaar in elektroniese formaat en ons is nou in ons 6e jaar. Alle uitgawes sedert Junie 2003 behoort nou op ons webwerf te wees as julle hier lees. Ons beoog om ouer uitgawes ook te skandeer om nog verder in tyd terug te gaan. Lede met sulke materiaal moet asseblief dit oorhandig om moontlike gapings te vul. Enige WATTS uitgawe kan nou besigtig en afgelaai word deur enige besoeker aan ons webwerf.

Wat ver wag besoekers egter om in ons nuusbriewe te sien? Tog nie net skanderings van tegniese artikels en oornames uit die internet! Jou redakteur het gesigte nodig, ARK fotos, mas- en antenna fotos en fotos/beskrywings van jou projekte *en amateur radio in aksie*. Oorweeg asseblief u redakteur se pleidooi om elke uitgawe *vertegenwoordigend* van u klub te maak.

Birthdays

July Verjaarsdae



- 01 Craig, son of Gordon ZS6AGV
- 05 Lynette, daughter of Bill ZS6KO
- 06 Helen ZR6HN, daughter of Retha and Roy ZS6XN
- 11 Peter ZR6FD
- 13 Pieter ZR6AHT
- 17 Lynn, sw of Andre ZS6BRC
- 19 Sarina, lv van Willie ZR6WGR
- 20 Roy ZS6XN
- 21 Kevin, son of Gordon ZS6AGV
- 21 Elmarie ZR6AXF, lv van Johan ZS6JPL
- 22 Rozanne, dogter van Sylvia en Tjerk ZS6P
- 25 Justin ZS6-262, son of Rika and Errol ZR6VDR

Julie

Anniversaries Herdenkings

- 06 Julie and Paul ZS6BMF (45)
 - 15 Ellen en Joe ZS6AIC ()
 - 23 Alta and Johnny ZR1BAJ (23)
 - 23 Pamela and Harry ZS6HRD (54)
 - 23 Lorraine and Stan ZS6SDZ (55)
 - 28 Pat ZR6AVC and Frank ZS6GE (24)
-
- 26 Frank ZS6GE
 - 27 Rachel ZR6RDB
 - 27 Julie, sw of Paul ZS6BMF
 - 30 John ZR6JAO

Joys and Sorrows | Lief en Leed

- Ons meegevoel aan **Hester, lv van Nico ZS6AQ**, wie haar moeder verloor het.
- **Ivan ZS6AUT** is slowly improving in LCM hospital.

Nuwe Lede | New members

ZU6AM Alida du Toit, lv van Hannes ZU6HDT
ZR6SVW Suzette van Wyk\
ZS6AKV Hans v/d Groenendaal
ZS6ELI Evan Seligmann

PARC SUBS / LEDEGELD 30-06-2008

Please remit your subs in
time to our treasurer or
by transfer to:

Betaal asb. u ledegeld
betyds aan ons tesourier
of per oorplasing aan:

Bank : FNB Ordinary members/ gewone lede R70
Branch : 25 20 45 Spouses, pensioners R50
Account : 546 000 426 73
Your call sign must appear as statement text!

Diary | Dagboek (UTC times)

- July 09 PARC Wednesday evening Club meeting**
12-13 IARU HF World Championship 12:00-12:00
19-20 CQWW VHF Contest 18:00-21:00
26-27 RSGB IOTA Contest 12:00-12:00
- Aug 02-03 Lighthouse-Lightship Weekend 00:01-23:59**
02 European HF Championship 12:00-23:59
09 PARC AGM
09-10 WAEurope DX Contest CW 00:00-23:59

FUTURE MEETING DATES

Even months:		Odd months:	
Saturdays 14:00		Wednesdays 20:00	
Aug	09 2008	Jul	09 2008
Oct	11 2008	Sept	10 2008
Dec	13 2008	Nov	12 2008

Snippets | Brokkies

- Our **PARC treasurer** also has a fax number **086-518-6414** for **new applications** and **proof of subs payments**:
- Our **D-Star repeater** has moved to the QTH of Craig ZS6RH
- Our **438.825 (88,5Hz) club repeater** is back in operation from Radcliffe.
- **Helen, daughter of Roy ZS6XN** has passed her RAE and HF ops assessment and has the call sign **ZR6HN**. Congratulations!
- You can **monitor HF in New York, Netherlands and Pretoria** without an HF rig via internet on www.onlinereceivers.net.
You can tune frequency, mode, bandwidth and choose 3 types of antenna in these locations!

GRATIS E-POSADRESSE EN DOMAINS!

PARC bied die volgende dienste aan:

Lede: Aan aktiewe lede wie tans nie oor 'n e-posadres beskik nie, of miskien 'n e-posadres het by 'n diensverskaffer wat te duur is, 'n gratis e-posadres - roepsien@parc.org.za;

Domains: PARC kan gratis domains beskikbaar stel aan lede wie graag hul eie webwerf wil skep.

FREE E-MAIL ADDRESSES AND DOMAINS!

PARC is offering the following services:

Members: To those active members without an e-mail address or with an expensive e-mail address, a free e-mail address - callsign@parc.org.za;

Domains: PARC can also supply free domains to members wishing to create their own websites.

Navrae / Enquiries : Nico - 082-326-9345.

Getting ready for HF Mobile in an Opel Corsa – Using the gearlock as support



Your editor recently acquired an IC-706 of which the HF part was of particular interest. As there already was an IC-V8000 2m radio fitted in the vehicle, some head scratching resulted in a solution on how to mount the face of the IC-706.

The photos show a scheme which could well apply to any one else with a gearlock fitted alongside the gearshift..

How does it attach?

Bend a 3mm aluminium plate at 90 degrees and fit it with dummy 12mm dowels that can be pushed into the gearlock. Fit the radio bracket on top.

All screws must be countersunk to maintain smooth surfaces.

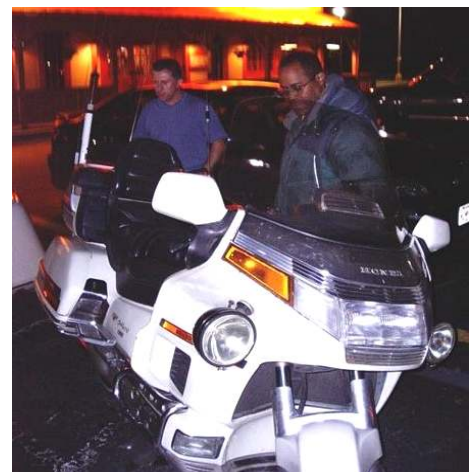
Presto - you still have a removable radio face and removable bracket, and when parked, the gearlock can be used as normal.

Passenger leg space is no less than before.



1500W mobile – on a motorbike!

There's also an African-American gentleman 'motorcycle Bob' KC3VO. It's actually a Quadra he has in the trailer that has been modified to put out 1500W!! Positively QRP for this guy as his day job is to work on a 5MW erp TV transmitter! That's legal here in the US, 'cos we can run a kW and a half and they allow motorcycle trailers with more than one wheel (UK law allows a trailer behind a bike, but only allows it to have one wheel, strange but true



43 Years ago

Transistors and transistor designs were appearing in the trade and ham publications.

There is also an interesting and amusing bit on foxhunting.

Our foxhunting season is again soon upon us and you may contact Johan ZR6JHB or Richard ZS6UK if you wish to hone your hunting skills and be part of the fun.

PRETORIA

The Branch made history in two ways last month. Firstly we held our meeting literally inside a "pub" with OM Julian, ZS6AOU illustrating his lecture on a blackboard with mothballs (we could not find a piece of chalk anywhere). Needless to say, the meeting was enjoyed by everybody—even the barman. The second new was that we used a fully transistorised transmitter from both D. F. Hunts at both times the transmitter was running at about 500 milliwatts and was heard without difficulty by all the participants. All our D.F. gear is now "solid-state" (we have at least got one up on Highveld Branch on this score).

The transmitter communications receiver project is raising a lot of interest and we now have OMs Wessel, Jan, Jurg, Luther, Vic and myself all with sets under construction. One of these sets will be demonstrated at the next monthly meeting, when a lot more of you should be bitten by the bug. This Branch has been doing a lot of work with transistors of late what with receivers, modulators, transmitters and power supplies.

I know of three OMs who are undertaking the construction of the transistor sideband exciter that appeared in the last issue of RADIO ZS and we are looking for a suitable transistor linear amplifier to give it some punch on the air, we saw the ideal transistor in Johannesburg the other day, but they cost R44.00 each and we need two, which puts it out of the reach of all of us. However, we have not been licked yet and who knows our study group may come up with an answer.

THE JUNE, 1965 D.F. HUNTS

OM Bill, ZS6KO operated the hidden station for the first hunt held last month and he has very kindly supplied me with a report—I won't say any more than publishing his report in toto.

"Two natives with two bicycles, repairing a puncture under a thorn tree next to the road—Chris—8AVC passes just after the 3 o'clock transmission followed three minutes

RADIO ZS—July 1965

later by Doug—6AKS—Doug returns after 3.10 signal—parks about 6 yards away from us on the opposite side of the road—gives Denis instructions to take bearing from river—Doug climbs through the fence about 12 feet from us—takes a bearing with us behind him—he disappears into the bush on an adjoining koppie—about five minutes later Denis returns and removes the car—Chris arrives—stops about 100 yards before us—thinks—proceeds past us to the river—takes a bearing parallel with the road—proceeds along the road away from us—it is now 3.35 p.m.

"At 3.50 Doug and Chris return on foot to disappear again in a north-easterly direction away from us onto someone's farm. On the 4.00 p.m. transmission they return coming towards us—Doug starts to climb through the fence for the second time while Chris proceeds straight past us up the road—Doug hesitates halfway through the fence, stares at me, pulls his foot back through the fence and walks towards me say, "Bill you *?!!??: (Must have been some word.—Ed.) He had noticed my foot keeping time with the CW—Just then Chris spotted that my coat was doing the same thing—Denis arrives at 4.05—Tubby—6AJ0 arrives on the scene—talks to a farmer, who points out two suspicious looking natives—Tubby clocks in at 4.11 p.m.—Tubby fetches Dick—6AJM who was wandering around about a mile further away. The two natives, Scoutmaster George Coetzee and Bill—6KO—the transmitter—2 transistor in a suitcase running off a 12-volt dry cell battery at about 1 watt input keyed by a foot with a micro-switch."

On my part I can only say that, if I had not chatted with that farmer I would not have found Bill. To quote the farmer: "Queer things have been happening around here this afternoon. Funny looking characters with equally funny-looking wireless sets have been running around this farm all afternoon. Also two queer-looking natives were dropped at a thorn tree just outside this farm. They appear to be trying to fix a puncture, but they only have a tyre and no tube. They won't get very far and "he suspects that they are up to no good." He sent his boss boy up to investigate, but he says they are very bantus but some sort of Indian. He is very suspicious and is thinking of notifying the police." If that was not enough to enable me to find Bill nothing was—I just wonder how Bill would have explained himself if the Police had turned up. Nevertheless, I must take my hat off to Bill for his most original idea and for using a transistor transmitter for the first time. There was nothing wrong with its signal.

TUBBY, ZS6AJ0.

EXTRACT FROM THE CHAIRMAN'S REPORT

This time of the year brings us to the end of the financial year as well as the present Committee's term of office. It is also an opportune moment for me to convey my sincere thanks to all the members of the present committee. It would be difficult to single out the particular member, I can only thank every one of the committee members who have worked so well together to make the year's activities flow so smoothly.

Our membership number has diminished, but not so dramatically as we had anticipated, because we will end this year with a membership almost the same as that of last year. If we continue at this rate, there is nothing to fear about our future membership.

(Taken from Pretoria "WATTS")

RADIO ZS—July 1965

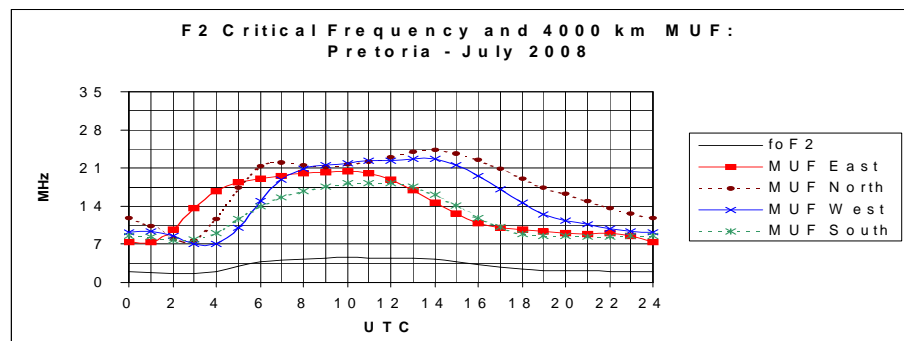
Long Term HF Propagation Prediction for July 2008 (courtesy Vince ZS6BTY)

DX Operating

The graph shows the 4000 km maximum useable frequency (MUF) to the East, North, West and South from Pretoria for the first hop using the F2 layer.

Local Operating

The F2 critical frequency (foF2) is the maximum frequency that will reflect when you transmit straight up. E-layer reflection is not shown



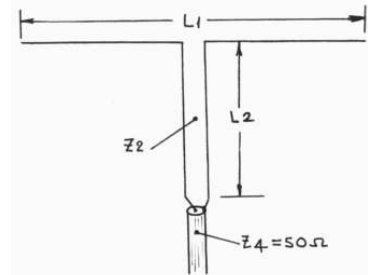
G5RV Multiband Dipole Antenna and ZS6BKW improvements

From the web at www.nonstopsystems.com/radio/zs6bkw.pdf

extract by ZS6KR

The ubiquitous multiband dipole antenna by Louis Varney G5RV has been with us since 1958. Professor Brian Austin ZS6BKW remodelled and revised the dimensions of the antenna with improved results and ease of construction.

Prof Austin was engaged at the Faculty of Electrical Engineering at the University of the Witwatersrand, Johannesburg, South Africa, when the following article appeared in *Radio ZS* of June 1985. The July 1958 edition of the RSGB Bulletin contained an article by Louis Varney G5RV on a novel multi-band dipole which did not require traps. Diagram 1 shows the antenna, later to become known universally as the "G5RV". Like so many good ideas, it is so simple.



It works as follows: On 20m the flat-top is three 1/2-waves long. Its feed point impedance is therefore low and because the open-wire line is 1/2λ on that band it merely transfers that low impedance to its other end and there presents a reasonable match to the "Twin" feeder to the rig. On 40m the feed point impedance is very high (and inductive) because the antenna is now 3/4λ, but the transmission line transformer is now 1/4λ and so functions as a 1/4λ transformer. Hence the high value of the load impedance, ZL, is transformed into a much lower value, Zin, by the well-known relationship for the 1/4λ transformer: $Z_{in} = Z_o^2 / Z_L$ where Zo is the characteristic Z of the open-wire line, typically 300-600 ohms. It is rather like an automatic ATU hanging off the antenna!

On 15m and 10m the antenna/feed line combination were again said to combine to present reasonable impedances to the twin-feeder, which was all that a valve power amplifier with link or pi-coupling ever requires. The tubes of that era coped far better with mismatches than do the solid-state devices of today!

On reflection it soon became apparent that one should be able to improve on the performance of this antenna by using a computer to optimize the lengths of the flat-top and matching transformer such that the impedance presented at the transmitter end of that line more closely matches the 50 ohms, plus or minus a few, that our modern finals will tolerate.

To do this we need to know the feed point impedance of a centre-fed dipole antenna as we change its length and as we change the frequency. This can be calculated but data provided by Professor R W P King at Harvard University fortunately provided us with this information in tabular form. To use it requires only that it be stored in a "look-up" table in the computer. Given the frequency and the length of the antenna, we then have its impedance.

The next step was to consider the role of the transmission line transformer. How long should it really be and is one value of Zo better than another? Without going into any detail here, suffice it to say that Louis Varney's statement, way back in 1958, that Zo was not too critical is in fact not far off the mark. It has been shown that there is a broad peak of Zo values, from about 275Ω to 400Ω, which will work adequately. This means that either open-wire line or commercial 300Ω tape could be used.

To determine the length of the matching section we use the standard transmission line equation which gives us Zin if we know ZL, Zo, the frequency and the length of that line. By re-arranging the equation we can find the length at any given frequency and Zo using the "look-up" table to find ZL. Of course, Zin is fixed by the required standing wave ratio on the 50Ω cable to the rig. Usually this VSWR may not be more than 2:1, and is always specified by the transceiver manufacturer.

Armed with this information writing the computer program is a fairly conventional procedure and will not be described here. Ideally a single antenna should operate on all the HF bands from 160m through to 10m. That is a tall order though so we would probably settle for a compromise of say five of the nine bands (including the three new ones.) Having chosen that number we then instruct the computer, to change the flat-top length, the length of the matching section and Zo until it finds that combination of the three parameters which yield better than 2:1 VSWR on at least five bands.

The specifications below show details of the improved, computer-designed, G5RV. You will notice that the flat-top is shorter than Varney's and the matching section is longer. A velocity factor of 0,85 was used for the 300Ω tape. Particularly important is the fact that this new antenna is designed for use with 50Ω cable and not the 70-100Ω twin lead of 1958. No balun is specified simply because neither the theory nor considerable experimentation justified the inclusion of one. Simply interconnect the 300 ohm tape and the 50Ω coax, taking the normal precautions to keep out moisture.

When erected horizontally at a height of 13m, the antenna provides an acceptable match on the 7, 14, 18, 24 and 28 MHz bands. The original G5RV was tested by way of comparison (both with the computer and in the field) and found to be far less effective. Only the 14 and 24 MHz bands produced standing wave ratios of less than 2:1 when fed with 75Ω cable, as designed.

The new antenna was also tested in the very popular inverted-V configuration and the results showed, not unexpectedly, that the frequencies on each band at which the best match occurred were all shifted somewhat lower, but the same general characteristics, as discussed above for the horizontal configuration, still applied. Likewise changing the height above ground from 7m to 13m did not markedly change the situation either. It must be realized of course, that the old dictum "the higher the better" always applies. Modern technology has been put to work to optimize an antenna conceived empirically nearly 30 years ago and the results should give the old G5RV a new lease of life.

Specifications	Original Varney Design	Improved Computer Design
Dipole Length	31,1m	28,4m
Transformer Length	10,37m of open wire line, or 8,8m of 300 ohm tape	11,1m of 300 ohm tape with VF = 0,85
Feedline	70 - 100 ohm twin line	50 ohm coaxial cable
Balun	None - Direct connection from transformer to feedline	None - Direct connection from transformer to feedline

An interesting acquisition by Ivor ZS6ICS – A Danish boat radio



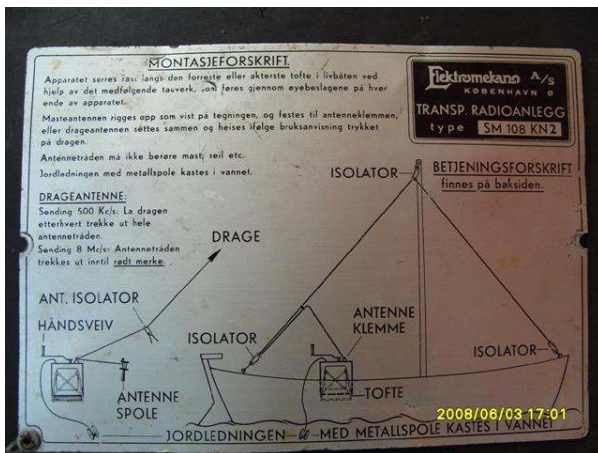
Shown here is the topside of a very heavily encased ship or boat radio. The make is *Elektromekano*

It is capable of automatic morse ID transmission as well as morse operation via a pushbutton.

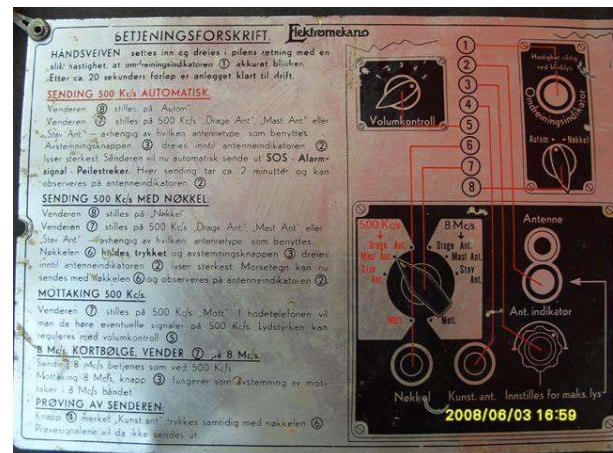
An anodized aluminium plate with mounting- and operating instructions is part of it and on the RHS is its generator crank handle.

Some Danish words here were translated by Wynand ZS6ARF:

- vend = turn (venderen)
- stilles = pointer
- benyttes = use
- nøkkel = key
- drage = kite
- dragantenne= single-ended wire held up by a kite.



Mast antenna to be mounted as shown in the drawing, and attached to the antenna connectors, the antenna can be lifted by pulling on the antenna. Antenna wire must not touch mast, sails etc. Earth leader with metal spoils to be thrown into the water. In case of a 'drage' configuration: TX 500kHz: Gradually pull out the entire antenna wire. For TX 8MHz: Pull out up to the red mark.



Automatic and hand operation instructions at two frequencies.

Ham Radio de Luxe update

HRD version 4.0 SP3 build 1875 is currently available for download.

Integral Digital Master 780 (DM780) fully replaces PSK31 de Luxe and the current satellite tracking code is being fully rewritten as a stand-alone program and should be available July-August. DM780 will in future also handle WJST.

Another program – not integral to HRD - but integrates with HRD - is DXLab from AA6YQ: www.dxlabsuite.com (freeware) is highly recommended for DXers. The suite consists of eight interoperative applications designed to automate amateur radio DXing activities. Check it out.



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Your Affordable Amateur Radio Dealer

Johan Lehmann ZS6JPL

083 3008677 / 012 8413648

aesham@telkomsa.net



Some amusing QRZ.com lookups

MOGWJ



Lookups: 296

Yoshihisa KATAKURA
(((QRT after 20 years))) DO NOT QSL.
Fed up of juvenile idiots and social misfits.
UK

AE5N



Lookups: 602

DONALD H DUCK
1808 N AUSTIN
OKLAHOMA CITY OK 73127
USA

TA1UU



Lookups: 465

Ali Pirate
He is a pirate station.
Please don't send QSL Card via TRAC QSL Buro
TURKEY

GOOFY



Lookups: 908

EDDY WANE
26 CONISTON AVENUE, EUXTON, CHORLEY
LANCASHIRE PR7 6NY
UK

My name is Eddy, I was licensed in 1981 as G6FTG, then took the morse test in 1990 and became GOOFY (Orange Flavoured Yoghurt). I am hoping to meet M1CKY, DONLD, M1NNE, PL11TO and W4LT hi.

Call Centre Conversations

Customer: 'I've been ringing 0800 2100 for two days and can't get through to enquiries. Can you help?'

Operator: 'Where did you get that number from sir?'

Customer: 'It was on the door to the Travel Centre'.

Operator: 'Sir, they are our opening hours'.

Samsung Electronics

Caller: 'Can you give me the telephone number for Jack?'

Operator: 'I'm sorry, sir, I don't understand who you are talking about'.

Caller: 'On page 1, section 5, of the user guide it clearly states that I need to unplug the fax machine from the AC wall socket and telephone jack before cleaning.'

Now, can you give me the number for Jack?'

Operator: 'I think you mean the telephone point on the wall'.

Caller (enquiring about legal requirements while travelling

France): 'If I register my car in France do I have to change the steering wheel to the other side of the car?'

Then there was the caller who asked for a knitwear company in Woven.

Operator: 'Woven? Are you sure?'

Caller: 'Yes. That's what it says on the label; Woven in Scotland'.

Tech Support: 'I need you to right-click on the Open Desktop'.

Customer: 'OK'.

Tech Support: 'Did you get a pop-up menu?'

Customer: 'No'.

Tech Support: 'Right-click again. Do you see a pop-up menu?'

Customer: 'No'.

Tech Support: 'OK, sir. Can you tell me what you have done up until this point?'

Customer: 'Sure. You told me to write 'click' and I wrote 'click'.

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