What is Wyolink?

Wyolink is Wyoming's Statewide Public Safety Interoperable Radio Communications system. Wyolink provides communications for public safety agencies across Wyoming within and outside of their home areas. The system is interoperable, meaning that agencies can directly communicate with each other in larger scale events and operations, whether they are nearby or even across the state.

How do we prepare to join Wyolink?

There are three areas to review to ensure that the necessary preparations have been made to join Wyolink: Subscriber Planning, Dispatch Planning and Training.

The radios should be taken to a local service provider so they can verify that the Wyolink-required software and firmware exists in the radio. If not, the local service provider can provide a quote to upgrade your radios to work on Wyolink. If the radio cannot be upgraded to meet minimum requirements, the purchase of compatible radios will be necessary.

Prior to using the Wyolink system, each agency should prepare a plan addressing how their dispatch center will function on Wyolink. The functionality of the center may continue to utilize conventional resources and some may migrate to the Wyolink system. It is suggested that each agency contact their equipment dealer and/or vendor to assist in this planning.

Prior to cutover to the Wyolink system, each user should be adequately trained on the use of the mobile and portable radios on a trunked radio system. This training should cover not only the use of the radios but also on the agency's policies for the use of the radios and talkgroups in daily operations and emergencies.

Wyolink will provide system-level training prepared in such a way that agency training can easily be added to it to form a complete training package.

How do we join Wyolink?

The Wyolink Application is available on the Wyolink website:
[http://www.dot.state.wy.us/home/administration/wyolink.html
Upon approval by the PSCC, a membership agreement will be developed and signed by the PSCC and the member.

If you have an existing system, you will be able to continue to use it.

What Will It Cost an Agency to be Part of Wyolink?

Each agency will be responsible for purchasing and maintaining its own subscriber (user) equipment carried by staff, installed in its vehicles, and used by its dispatchers.

Equipment can be purchased for pricing outlined in the NASPO agreement.

Will There be User Fees to Support Wyolink?

Currently there are no user fees being charged for the use of Wyolink.

However, there is currently a search for a source of funding to maintain the Wyolink system. A user fee is among some of the options being considered.

Agencies will be receiving faux bills in the mail to outline system usage and to give agencies the opportunity to review their usage and prepare in case a user fees are applied.

Who Will Maintain Wyolink Infrastructure?
The Wyolink Support Office will be responsible for maintaining the system infrastructure, which is the equipment at the radio sites and the control system. Wyolink includes a 24/7 - 365 monitoring system for all Wyolink infrastructure. The Wyolink Support Center is available 24/7 by calling (307) 777-4885.

Does Wyolink Support Encryption?
Yes, Wyolink supports AES and DES encryption as well as OTAR (over-the-air-rekeying).

Is Training Available to help us learn to use Wyolink?

Yes, Wyolink can provide upon request train-the-trainer classes and training materials for Wyolink. The training materials for Wyolink will present the system-level training; agency radio training can be added to this material to make a complete training package for your Wyolink users.

Who Programs the Radios for use on Wyolink?

The end user is responsible for the costs of programming the radio.

Typically, the customer or the dealer will read the codeplug from the radio and send it to Wyolink Support at wyolink@wyo.gov. Wyolink Support will add the trunking data and requested talkgroups to the code plug and return it to the dealer/customer for additional programming. Turn around is typically 5-10 days. Wyolink Support provides this service free of charge.

Once the codeplug is returned to the customer or dealer, they will be responsible for adding the conventional channel information, scan lists, buttons and switches, and other radio settings as well as writing the codeplug into the radio.

What kind of reliability can we expect from the Wyolink Radio Network?

The Wyolink system is designed with backups in place to support critical equipment in the network so that in the event a problem arises, critical system functions will still be performed in nearly all cases.

In normal conditions, the sites operate in wide-area trunking, meaning the zones and sites are connected to each other to allow state-wide communications.

The radio system is split into two zones -- effectively Northern Wyoming (Casper) and Southern Wyoming (Cheyenne). If the zones lose connection with each other, each zone can operate independently and the sites will remain connected to each other *within that zone.* A radio call from Casper to Sheridan or Cheyenne to Rock Springs could be made, but a call from Cody to Rawlins or Riverton to Laramie could not.

If a site loses connection with the zone (a condition known as "site trunking"), the site can continue to operate independently, allowing those connected to the site to continue to communicate with each other. Wide-area communication involving other sites (and possibly dispatch centers) would be lost until the link is restored.

Wyolink support monitors the system constantly and the alarm system will report these kinds of equipment failures. Technicians are notified of these alarms automatically so that corrective action can be taken promptly.

Will Scanners work with Wyolink?

Yes, scanners that are P25 Trunking capable will work with Wyolink. Trunking scanners are available in handheld, mobile, and desktop configurations in the $300 and up price range. These scanners will not be able to receive encrypted communications.

Where can I get more information about Wyolink?

Information about Wyolink is available on our website:
http://www.dot.state.wy.us/home/administration/wyolink.html

The Wyolink Support Manager can be reached at (307) 777-4756

Wyolink Site Support: (307) 777-4885 (24 hours)
Wyolink Subscriber Support: (307) 777-9565
Subscriber Support email: wyolink@wyo.gov