



A MITEL
PRODUCT
GUIDE

MOWA-MOMA

MOWA-MOMA Transition to Mitel One - For End-users

08 September 2022

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Overview

1

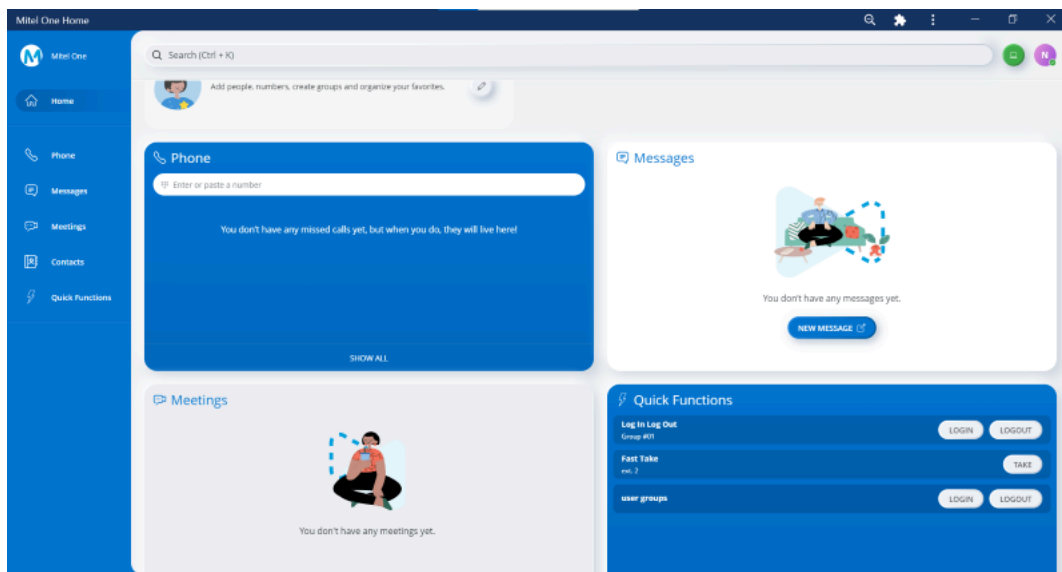
The MiVoice Office Web (MOWA) and MiVoice Office Mobile (MOMA) applications are being replaced by the Mitel One web and mobile applications respectively. Mitel One is the evolution of MOWA/MOMA and introduces a new UI that supports fully integrated meetings, calendar, and chat.

Mitel One provides a refreshed UI that uses widgets to give each user the flexibility to modify the UI according to their preferences. Moreover, Mitel One offers enhanced performance and stability. The following are the new features introduced in Mitel One:

- Conference Call
- Quick Functions (Function Keys)
- Office 365 Integration

For more information about the Mitel One Web and Mitel One mobile applications, see

- [Mitel One Web Application User Guide](#)
- [Mitel One Mobile Application User Guide](#)



9:41



Lorena Varba
Ready for 🍷 after work!

Favourites



Gabe
Dupont



Jerry Doran



Ann S.
Laffey



Darlene
Steinberg



Missed Calls



Enter or paste a number



Kevin Mallari
ext. 43883

MISSED

2:38 PM



Michelle Calvo
ext. 94821

MISSED

11:02 AM



SHOW ALL



Messages



Jenny Wong

Will you let me know when you hear...

6:25 PM



Dylan Baker, Kevin Mallari.

Kevin: Ah well, I won't 100% sure

5:43 PM



Home



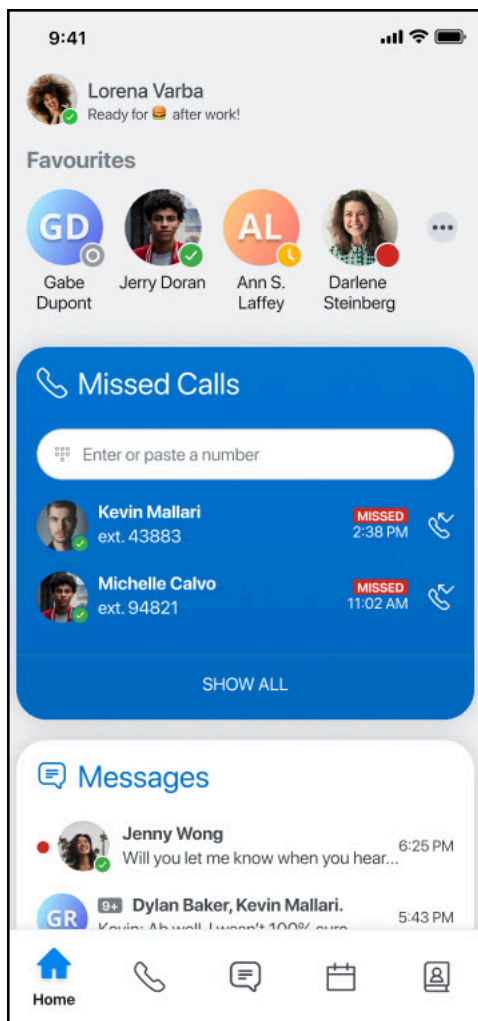
MOMA to Mitel One Mobile

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The Mitel One mobile application is already available in the Apple App Store as well as in the Google Play Store. It is listed separately from MOMA. You must log out from MOMA, uninstall the MOMA application, and then install the Mitel One mobile application and log in before service is resumed.

You can download the Mitel One mobile application from the Apple App Store or from the Google Play Store using the following links:

- [Apple App Store](#)
- [Google Play Store](#)



When you receive a system chat notification about Mitel One mobile migration, you need to take the following steps:

1. You must log out from MOMA and uninstall MOMA before installing the Mitel One mobile application. After MOMA end of life, users will not be able to log in to MOMA.
2. Visit the Apple App Store or Google Play Store.
3. Download the Mitel One mobile application.
4. Launch the Mitel One mobile application and enter your MOMA credentials when prompted.
5. Accept the terms of use and click **Continue**.
6. Follow the on-screen instructions to complete the installation.

i Note:

Mitel has updated the MOMA application listings in the stores to recommend a move to the Mitel One mobile application.

Limitations

- End of support of Android 8

The Mitel One mobile application currently supports only Android versions 9, 10, 11, and 12. This is to ensure proper telephony functionality (using Android 9 Connection Services). If your device uses Android versions earlier than Version 9 you must upgrade to a more current Android version before installing the Mitel One mobile application.

- End of support of iOS 13

The Mitel One mobile application does not support iOS 13. If your device uses iOS versions earlier than Version 13 you must upgrade your iPhone version before installing the Mitel One mobile application.

MOWA to Mitel One Web

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When you receive a notification about Mitel One web migration, you must enable the **Launch Mitel One** toggle button displayed in the MOWA application. When you enable this toggle button, you will be redirected to a new URL where you can log in using your existing MOWA user credentials.

For MOWA users to migrate from MOWA to the Mitel One web application:

1. Enable the **Launch Mitel One** button.

The **one.mitel.io** URL opens.

2. Enter your MOWA credentials.

You are successfully logged in to the Mitel One web application.

3. Save the Mitel One web application URL.
4. Erase the shortcuts to MOWA and uninstall MOWA.

