



A MITEL
PRODUCT
GUIDE

MOWA-MOMA

MOWA-MOMA Transition to Mitel One - For Partners

08 September 2022

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Overview

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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.

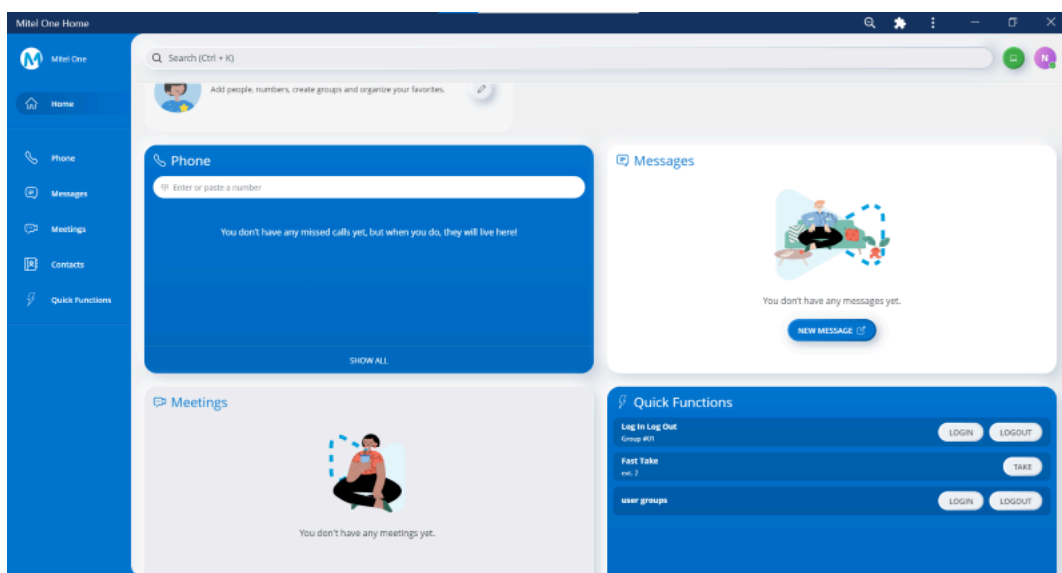
Mitel One is the MiVO400 collaboration application that Mitel recommends. Mitel One provides a fully unified phone, messaging, and meetings user experience for MiVoice Office 400 customers. Like MOMA/MOWA, Mitel One leverages the Mitel CloudLink platform and architecture to deliver an application that receives continual automatic updates so that customers are kept up to date with the latest and most advanced software without their having to perform upgrades on their own.

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



Migration Process to Mitel One

2

Mitel has made this transition as simple as possible for the application users. There are no parts to order, no licenses to be transacted, no partner activity to set up CloudLink accounts and allocate entitlement to users. All the MOMA/MOWA customers who are actively using the application and whose MiVoice Office 400 is under active SWA cover will be automatically entitled to use the new application.

Note:

The Mitel One integration will not be automatically enabled on accounts with MiVO400 that have not used MOMA/MOWA in the past two months. For such accounts, the Mitel One integration must be enabled manually by the administrator.

During September 2022, Mitel will activate Mitel One for all accounts in which MOMA/MOWA is being used, and for which Mitel One has not already been activated by the account administrator. All accounts will be able to start using Mitel One at this time. After the Mitel One integration has been enabled in the account, MOWA users will see a new toggle button in the application, which they can use to switch to the Mitel One web application at a time of their own choice, within a grace period.

In addition to this, the MOWA/MOMA users will be receiving a message in their application, recommending them to migrate to Mitel One.

MOMA to Mitel One Mobile

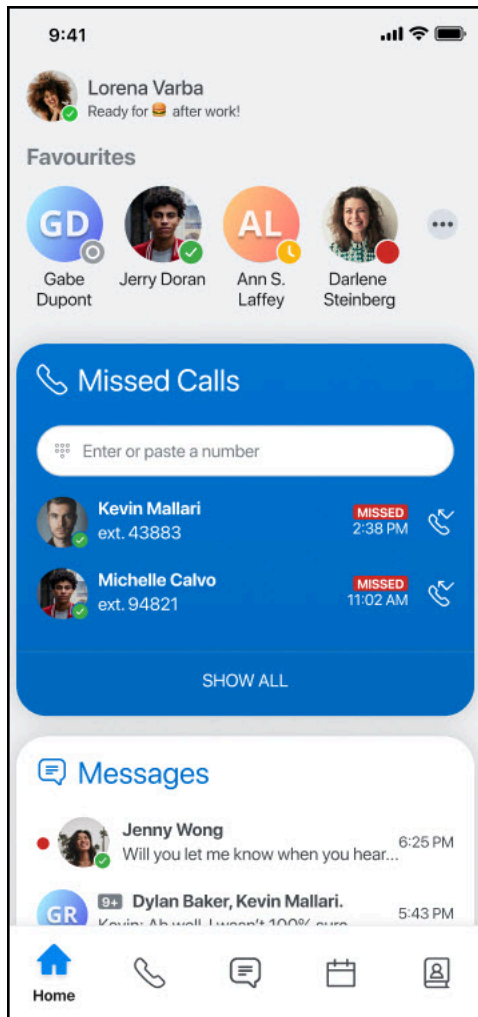
3

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. Users must log out from MOMA, uninstall the MOMA application, and then install the Mitel One mobile application and log in.

The MOMA application listings in the stores will be updated with recommendations to move to the Mitel One mobile application.

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 MOMA users receive system generated notifications about Mitel One mobile migration, they must do the following:

1. The users 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 their MOMA credentials when prompted.
5. Accept the terms of use and click **Continue**.
6. Follow the on-screen instructions to complete the installation.

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). End-users on Android versions earlier than Version 9 must upgrade their 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. End-users on iOS versions earlier than Version 13 must upgrade their iPhone version before installing the Mitel One mobile application

MOWA to Mitel One Web

4

When MOWA user receives system generated notifications about Mitel One web migration, the user must enable the **Launch Mitel One** toggle button displayed in the MOWA application. When users enable the toggle button, they will be redirected to a new URL where they can log in using their MOWA user credentials.

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

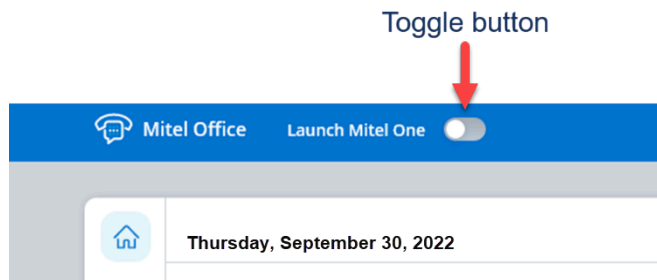
1. Enable the **Launch Mitel One** button.

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

2. Enter their MOWA credentials.

The user is then 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.



At the time of MOWA end of life, all users who have not already migrated to the Mitel One web application will be automatically redirected to the Mitel One URL.

