

# Help & Support

## Is your mailbox telling callers it's full?

A voice mailbox may be full even when the **Inbox** has little or nothing in it. When you delete messages, they go into the **Trash** bin but are not finally deleted until they reach their 30-day expiration. The only way to clear the trash bin is to log in online at [voicemail.its.utexas.edu](http://voicemail.its.utexas.edu). Select the **Trash** tab, then the **Select** button at lower left to select all the messages on the page. You can then click the **Delete** button (trashcan icon) to delete the selected messages. If there are more messages, you can delete them one page at a time until they're all gone.

## Support:

- PIN resets are done by email to [utvoicemail@austin.utexas.edu](mailto:utvoicemail@austin.utexas.edu), or by calling the UT Service Desk at 512-475-9400 (campus, 5-9400), but see [Service Requests](#) for options.
- Your primary contact for other issues is your Technical Support Contact (TSC).
- To escalate problems or questions, contact the UT Voice Mail Office at 512-471-0019 (campus, 1-0019) or [utvoicemail@austin.utexas.edu](mailto:utvoicemail@austin.utexas.edu), or call the UT Service Desk at 512-475-9400 (campus, 5-9400).

SEE ALSO: [Service Requests](#)

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