

Airtel Hello Tunes - How to Set Caller Tune in Airtel

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Quick answer

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Setting a caller tune, or Hello Tune as Airtel calls it, has changed a lot recently. With the Wynk Music app shutting down and the service moving to the Airtel Thanks app, it's understandable if you're feeling a bit lost. Don't worry! This guide will walk you through the current, working methods for 2025, address common issues, and share practical tips based on the latest user experiences.

What is a Caller Tune (Hello Tune)?

A caller tune is the music your callers hear instead of the standard 'ring-ring' sound while they wait for you to pick up. It's different from a ringtone, which is what you hear when your phone is ringing. A Hello Tune personalizes the calling experience for anyone who dials your Airtel number.

The Big Change: Wynk Music is No More

For years, Wynk Music was Airtel's go-to app for everything Hello Tunes. However, Airtel officially shut down Wynk Music's streaming services in late 2024. While Airtel has partnered with Apple Music for music streaming, the Hello Tune feature has been migrated to the Airtel Thanks app.

This transition has caused some confusion, but we're here to clear it up. The Airtel Thanks app is now your primary and most reliable tool for managing your caller tunes.

How to Set Your Airtel Caller Tune

Here are the methods you can use to set a Hello Tune, starting with the most recommended one.

The Best Way: Using the Airtel Thanks App

This is the official method for 2025 and the one you should rely on. The process is straightforward once you know where to look.

1. Download the App: Get the Airtel Thanks app from the Google Play Store (for Android) or Apple App Store (for iOS).
2. Sign In: Open the app and sign in using your Airtel mobile number. You'll receive an OTP to verify.
3. Find Your Benefits: Tap the profile icon, usually in the top-right corner, and then select the 'Thanks Benefits' option from the menu.
4. Locate Hello Tunes: Scroll down through the list of benefits until you find the section for 'Free Hello Tunes'.
5. Browse and Select: Tap on 'Set Now' to open the Hello Tunes library. You can search for a specific song or browse through the charts and playlists.
6. Preview and Choose: Tap on any song to preview it. Once you've found the one you like, select the specific part of the song you want to use.

7. Watch and Activate: Tap the 'Set Free Hello Tune' button. You will likely need to watch a 30-second advertisement. Let it play completely; skipping it may prevent the tune from activating.
8. Confirm for All Callers: When prompted, select 'All Callers' to apply the tune universally. Choosing 'Close Friends' might lead to unexpected charges.
9. Get Confirmation: After a moment, you'll receive an SMS confirming that your Hello Tune is active, along with its expiration date.

Important Notes:

- Your free Hello Tune is valid for 30 days . After this, it expires and you'll need to set a new one for free.
- You can change your tune during the 30-day period, but doing so more than once might incur charges. It's safest to wait for the renewal period to set a new free tune.

The Old Way: Wynk Music (No Longer Recommended)

While Wynk Music is discontinued, some users in certain regions might find the app partially functional for setting Hello Tunes. However, this method is highly unreliable and will be phased out completely. Do not depend on it.

The Legacy Method: Using SMS (Unlikely to Work)

This method used to be popular for feature phone users but is now largely outdated and inconsistent with Airtel's current app-based system.

- To Activate: Try sending an SMS with the song code (e.g., CT [Song ID]) to 543211.
- To Deactivate: Send STOP to 543211.

Most users report this method no longer works, so stick with the Airtel Thanks app.

A Quick Trick: Copy a Friend's Caller Tune

If you hear a Hello Tune you like while calling another Airtel user, you can copy it easily. While the tune is playing, simply press *9 or #9 (this may vary based on your phone). Follow the on-screen instructions to set it as your own tune.

Common Issues & How to Fix Them

Based on feedback from users online, here are some problems you might face and how to solve them.

Problem: Can't Find the "Set Hello Tune" option in the Thanks App.

Solution: This usually means your plan doesn't qualify. Free Hello Tunes are only available for Airtel users on prepaid or postpaid plans of INR129 or above. Make sure you're on an eligible plan. Also, try signing out and back into the app, or ensure the app is updated to the latest version.

Problem: The Hello Tune doesn't activate after I select it.

Solution: Did you watch the full ad? The activation often fails if you close or skip the 30-second advertisement. Let it play completely. After the ad finishes, the tune should activate. If it still doesn't, wait a few minutes, as sometimes it takes time to propagate on the network.

Problem: I'm on an eligible plan, but it's still not working.

Solution: Check for any outstanding bills or service issues on your number. Try restarting the Airtel Thanks app or even reinstalling it. If the problem persists, the best course of action is to contact Airtel customer support through the app.

Eligibility and Charges Explained

Understanding the costs can save you from unexpected bills.

Free Hello Tunes:

- Who gets it: Prepaid and postpaid users on plans of INR129 and above .
- How to get it: Through the Airtel Thanks app.
- Renewal: It's valid for 30 days and must be manually renewed for free through the app.

Paid Hello Tunes:

- Users on plans below INR129 will have to pay for the service, typically around INR19 per month .
- Changing your tune multiple times within the free 30-day cycle might also activate a charge.

Frequently Asked Questions (FAQ)

Is Wynk Music still working for Hello Tunes?

No, Wynk Music has been shut down. All Hello Tune services are now managed through the Airtel Thanks app.

What happened to my old caller tune after Wynk was shut down?

Your previously set Hello Tune likely remained active until its 30-day cycle ended. You now need to set a new one through the Airtel Thanks app.

Are songs in regional languages available?

Yes, the Airtel Thanks app offers a wide library of songs in Hindi, Tamil, Telugu, Punjabi, and many other regional languages.

Can I set any song I want as my caller tune?

Not every song is available due to licensing rights. Most popular Bollywood and regional hits are included. If you don't see a "Set as Hello Tune" option, it means the song isn't available for the service.

How long does my caller tune last?

Each Hello Tune is active for 30 days from the date of activation. You'll need to reactivate or choose a new one after it expires.

Conclusion

While the transition from Wynk Music to Airtel Thanks has been a bit bumpy, setting a Hello Tune is now a simple, app-based process. Remember to use the Airtel Thanks app, ensure your plan is INR129 or above, and watch the promotional ads in full. The key is to renew your tune every 30 days to keep enjoying the service for free. If you run into persistent issues, don't hesitate to reach out to Airtel support for help.