

# Customer Service

search box    explorer    folder    files    upgrated    can    anything  
worry    version    vista    on    should    office

H: Hello, Aqhel speaking. How  I help you?

T: Hi, my name's Tuka. I've  my  
computer to Windows 7 and now I can't find  
my personal  anywhere!

H: I see.

T: I've checked Windows 'help' and that didn't  
tell me , I need one file urgently.

H: I'm sure we can find your file. Don't

T: Well, I hope so.

H: What Windows  did you have before?

T: Before I had Windows

H: OK. Is your computer

T: Yes, it is.

H: Good. Find *Windows.old*  in your C  
drive.

T: I don't understand. How? I can't see it in  
Windows .

H: Please go to the  write  
*Windows.old* and click enter.

T: OK.

H: The *Windows.old* folder contains different  
folders. Your folders and files are in  
Documents and Settings. You  find the  
files there.

T: I'll do that.

H: I'll come down to your  if you still have  
a problem. Good luck.

T: Thanks.