

# Customer Service

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

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

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

H: I see.

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

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

T: Well, I hope so.

H: What Windows [redacted] did you have before?

T: Before I had Windows [redacted]

H: OK. Is your computer [redacted]

T: Yes, it is.

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

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

H: Please go to the [redacted] 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 [redacted] find the files there.

T: I'll do that.

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

T: Thanks.