

A journey from the hands-on freedom of early web and clunky mobile magic to today's opaque, corporate-run platforms and design defaults that stifle creativity, underscoring our lost agency in a web we once built.

PERSONAL EXPERIENCE: THE WEB WE LOST

Reflecting on my own entry into digital culture, I am reminded of the early, almost awkward intimacy of technology in early 2000s. I watched as mobile phones rose—not as sleek objects of desire, but as clunky and unpredictable devices. These early phones, for all their quirks, facilitated new forms of connection and seemed to shrink distances, conjuring McLuhan's idea of a "global village" (McLuhan, 1964). I can vividly recall the sense of wonder the first time I loaded a webpage on a tiny Nokia screen: glitchy, barely legible, but magical in its promise. The experience was imperfect, but it invited exploration. The internet of this era felt radically open, unfinished, and full of potential.

Marshal McLuhan, The Medium is the Massage, 1964



Although I wasn't born yet to participate in the so-called "free web" of the mid-1990s, I nevertheless encountered its traces: hand-coded personal sites, niche forums, and scattered remains of a DIY internet that carried an unmistakable sense of intimacy and slowness. There was a palpable feeling that one could still carve out a digital identity without being absorbed into the logic of centralized platforms. As Chayka (2014) observes in his meditation on Web 1.0, this period was marked by a quieter, safer, and more personal internet. The prevailing dream was that digital space might be a place for self-authorship — a hope that now feels distant.

Kyle Chayka, GIZMODO The Great Web 1.0 Revival, 2014

 $[\]uparrow$ found image of Nokia I used to own

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PROBLEMS OF THE CURRENT DIGITAL LANDSCAPE

The landscape today could hardly be more different. Technology, once promising and participatory, now often feels remote and controlling. The contemporary internet is defined by what Powers (2011) call digital maximalism: an environment engineered for relentless consumption, not for creative exploration. Algorithms govern our feeds, shaping experience and taste, quietly relegating users to the role of spectators. Hito Steyerl (2013) describes the modern web as "sanitised, surveilled, and monopolized"—a system policed by corporations for the purposes of copyright, conformity,

Hito Steyerl, Too Much World, Is the Internet Dead?, 2013 William Powers, Hamlet's BlackBerry, 2011 and profit. Chayka (2014) expands on this, suggesting that platforms now encourage users to act as curators, but only within pre-filtered, limited options. The promise of agency is often an illusion; choice is a performance enacted within tightly drawn boundaries.

This landscape of monopolistic platforms, ever-present surveillance, and the manufacture of disinformation produces a form of digital exhaustion. The simple act of "being online" is less joyful and less present. Tolentino (2019) points to the internet's ability to "distend our sense of identity," to foster the overvaluation of opinion, and ultimately to "destroy our sense of scale." In this way, what was once a space of possibility has become, for many, a source of confusion, anxiety, and fatigue.

Kyle Chayka, GIZMODO, The Great Web 1.0 Revival, 2014



"oN-Line System" (NLS)



THE NOTION OF INVISIBLE TECHNOLOGY AND THE INVISIBLE USER

The alienation of users from their tools did not occur all at once. Early computing, with its physical, clunky machinery, required a deep, almost bodily engagement; programming was a process of direct confrontation with the limits of hardware, keeping the human "close to the metal" (Norton, 2019). This changed dramatically with Douglas Engelbart's invention of the computer mouse in 1968, as part of his visionary "oN-Line System" (NLS). The mouse created a new kind of intimacy with machines, transforming the computer into an extension of the user's body. Yet, paradoxically, this innovation also marked the beginning of a gradual distancing: as interactions became smoother and more abstract, the workings of technology became increasingly hidden (Real Life, 2020).

Emma R. Norton, Close to the Metal, 2019 Don Norman, "Why Interfaces Don't Work", in: Brenda Laurel (Ed.), The Art of Human-Computer Interface Design, 1990

Emma R. Norton, Close to the Metal, 2019

Olia Laliba, Turing Complete User, 2012

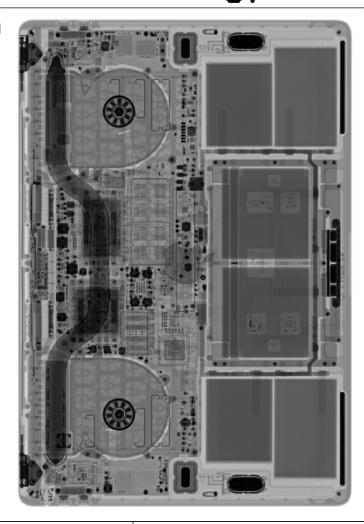
This concept of "invisible computing" was championed by Don Norman, who in his influential essay Why Interfaces Don't Work (1990) proposed that, "The real problem with the interface is that it is an interface. The computer of the future should be invisible!" (Norman, 1990). The tech industry quickly adopted this principle. Apple, for example, declared in a 2012 campaign that "Technology is best when invisible." While this promise of seamlessness might seem elegant, it also detaches users from the systems they rely on, making questioning and understanding almost impossible. As Brenda Laurel famously remarked, computers became "doors without doorknobs"-perfectly smooth, yet fundamentally inaccessible (Laurel, cited in Lialina, 2015).

Olia Lialina identifies this as a core reason for the transition from interface design to what is now called experience design. The aim is not simply to make technology easy to use, but to erase awareness of technology altogether—leaving only the user's emotions, goals, and tasks. The price of this comfort, however, is a deep alienation: users become not just operators, but invisible presences within systems they can no longer interrogate or change.



Invisible Technology

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