

# Hello to all users! Autoethnography of Instant Messaging Systems

Francisco J. Martínez-Ruiz<sup>1</sup>

<sup>1</sup> University of Zacatecas, Zacatecas, Mexico  
fjmr@uaz.edu.mx

**Keywords:** Empirical studies in HCI, Autobiographical design, Information interfaces and presentation.

## 1 Introduction

The goal of this autoethnography [1][2] is to record the use of Instant Messaging Systems (IMS) during a time window of two decades. Because most of the users of new versions consider some features as innovations without knowing that most of them are recycled from previous applications.

## 2 Remembrance of features and IMS

This has been my personal journey in the universe of IMS from the Textual User Interfaces, passing through the GUI realm, to Augmented Reality capabilities. A trip where the creativity of users to surpass the IMS limitations were amazing! Users of these old IMS (like me) have an emotional attachment to ASCII elements. In my case, I continue to use them in all my social networks, email and IMS. It is a remnant of inter-acting with previous applications. Also, I witnessed the first steps of the creation of the digital identity. Additionally, I talk about the lost art of annoying our contacts with the infamous buzz, a rare example of an UI feature that is a guilty pleasure. Finally, IMS are now utilitarian applications that even with cartoon avatars (always presented as a new feature!) and Augmented Reality preserve the original purpose of mimic the conversation between human beings, a noble task.

## References

1. Chamberlain, A., Bødker, M., Papangelis, K.: Mapping Media and Meaning: Autoethnography as an Approach to Designing Personal Heritage Soundscapes. In: Proceedings of the 12th International Audio Mostly Conference on Augmented and Participatory Sound and Music Experiences. pp. 1–4. Association for Computing Machinery, London, United Kingdom (2017). <https://doi.org/10.1145/3123514.3123536>.
2. Lucero, A.: Living Without a Mobile Phone: An Autoethnography. In: Proceedings of the 2018 Designing Interactive Systems Conference. pp. 765–776. Association for Computing Machinery, Hong Kong, China (2018). <https://doi.org/10.1145/3196709.3196731>.