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The mobile menu does not open on a phone: the usual causes in WordPress and other sites

WordPress & CMS

CODE

RLX-AO-KB-1986

VERSION

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COUNTRY · LANGUAGE

Angola · English

Interweb Angola

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<https://www.meu.interweb.ao/knowledgebase/1986>



The short answer: on the computer the menu works, but on the phone the three-line button **does nothing**. Almost always it is a **JavaScript error** (a plugin or a change that breaks the menu’s program), an **old version in memory** (cache) or a **design that covers the button**. There is a simple order to find out.

What the site needs

What	What to do
Cache	The phone (or a site cache) keeps the old version of the menu files and does not see the fix: Clearing the cache .
A conflicting plugin	A new or updated plugin breaks the theme’s JavaScript, and the menu stops opening.
Minifying or combining files	The “optimise” options can combine or defer scripts in the wrong order: Minifying without breaking the site .
Something over the button	A banner, a bar or an invisible element covers the button, and the tap does not reach it.
The theme	A theme with a bug, or out of date: Updating without breaking anything .

Getting started

1

Test on the phone in private mode, and on another device: if it works on another, it is cache or device.

2

Clear all caches (cache plugin, CDN, browser): **Seeing the old CSS.**

3

Turn off script optimisations (minify, combine, defer) one at a time and test again.

4

Deactivate plugins one by one to find the culprit: **Disabling plugins.**

5

If it still fails, look at the computer browser's console with a narrow window (F12 and device mode): the first red error points to the file.

Always test on a phone after an update. Most menu breakages show up right after updating a plugin or the theme; knowing what changed last saves hours. Take a copy before touching anything: **Common WordPress errors.**

For a Sitejet site, see **Checking your site on phones before publishing**. For the site on a phone in general: **A light site on mobile data.**

Menu still not opening? Open a ticket with the address, the device and the browser.

[Open a support ticket](#)

SEE ALSO

Clearing the cache: the browser's, the computer's, and the site's

Visitors still see the old CSS or logo: versioned file names and cache busting

Minifying CSS and JavaScript without breaking the site

Disabling plugins, including when you cannot get in

Updating themes and plugins without breaking anything

Common WordPress errors: white screen, critical error and how to find the cause



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