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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-MZ-KB-2004

VERSION

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COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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<https://www.meu.interweb.co.mz/knowledgebase/2004>



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The theme	A theme with a bug, or out of date: Updating without breaking anything .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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