

OUR LEARNING EXCLUSIVE

- Official Cisco Digital Learning content, delivered self-paced
- 180 days of subscription access with a 30-day grace period
- Hands-on practice with real Cisco device support tasks
- Study anywhere, on your own schedule, at your own pace
- Custom exam-prep materials for the 800-150 FLDTEC exam
- Direct access to thinQtank® certified engineers for support
- Prepares you for the Cisco Certified Technician (CCT) certification

COURSE FORMAT

thinQtank® Learning delivers this course as official Cisco Digital Learning — self-paced e-learning you complete on your own schedule. The program represents about four days of total effort and includes 180 days of subscription access with a 30-day grace period. You progress through video instruction, guided walkthroughs, and knowledge checks, and can return to any module as often as you need before sitting the exam. Your thinQtank® engineers remain available throughout for questions and exam-preparation support.

PREREQUISITES

- No formal prerequisites are required
- Recommended: a basic understanding of network foundations
- Recommended: familiarity with common service tasks and tools
- Recommended: exposure to Cisco software and hardware

COURSE OBJECTIVES

On completing this course you will be able to:

- Identify Cisco hardware, chassis, modules, and field-replaceable units
- Perform on-site replacement of Cisco routing and switching hardware
- Support Cisco data center, UCS, and collaboration devices
- Connect, cable, and power Cisco devices correctly
- Navigate Cisco IOS software and the command-line interface
- Manage, back up, and restore device configuration files
- Perform Cisco software image upgrades and downgrades
- Use common service tasks, tools, and the Cisco support site
- Open and manage a Cisco TAC case and handle RMAs
- Prepare for the 800-150 FLDTEC certification exam

COURSE OVERVIEW

thinQtank® Learning offers this official Cisco Digital Learning course for field technicians earning the Cisco Certified Technician (CCT) certification. It is delivered as self-paced e-learning with 180 days of access.

The course teaches the knowledge and skills related to on-site replacement of Cisco technologies across routing, switching, data center, UCS, and collaboration platforms — including hardware identification, cabling, configuration management, and software upgrades and downgrades.

You will work through the tasks a field technician performs on site: identifying the right hardware, replacing components safely, cabling and powering devices, backing up and restoring configurations, and verifying that everything is operating correctly.

The Cisco Certified Technician certification is the foundation for on-site Cisco device support roles, and this course prepares you for the single exam — 800-150 FLDTEC.

EXAM

800-150 FLDTEC — Supporting Cisco Devices for Field Technicians

This outline follows exam version 1.0.

One exam earns the **Cisco Certified Technician (CCT) Field Technician certification** — the foundation for on-site Cisco device support roles.

Cisco does not publish a fixed question count or passing score for this exam.

TARGET AUDIENCE

- Field engineers and on-site support technicians
- Cisco TAC engineers and consulting engineers
- Network engineers supporting Cisco hardware
- Technical program managers and hardware coordinators
- Anyone preparing for the Cisco Certified Technician (CCT) exam

DELIVERY METHODS

- Self-paced Cisco Digital Learning
- 180-day subscription access
- Available on demand, anywhere

EXCLUSIVE LEARNING PACKAGE

- Comprehensive Cisco Digital Learning video content
- Hands-on practice activities for device support tasks
- Custom exam-prep materials for 800-150 FLDTEC
- After-course access to thinQtank® certified engineers
- 180 days of subscription access with a 30-day grace period

COURSE OUTLINE

01 Networking Foundations for Field Technicians

- The OSI and TCP/IP Models
- LAN and WAN Fundamentals
- IPv4 and IPv6 Addressing
- Cables, Connectors and Media

02 Cisco Device Interfaces and Connectivity

- Console and Management Ports
- Ethernet and Serial Interfaces
- Connecting to a Device
- Terminal Emulation

03 Common Service Tasks

- Identifying Cisco Product Families
- Reading Product IDs and Serial Numbers
- Using the Cisco Support Site
- Opening and Managing TAC Cases

04 Field Technician Tools and Safety

- Field Tools and ESD Precautions
- Site Safety Practices
- Documentation and Labeling
- RMA and Parts Handling

05 Cisco Software Fundamentals

- Cisco IOS and IOS XE Basics
- The Command-Line Interface
- User and Privileged EXEC Modes
- Navigating Configuration Modes

06 Managing Configuration Files

- Running vs Startup Configuration
- Saving and Backing Up Configurations
- Restoring a Configuration
- The Configuration Register

07 Software Images and Upgrades

- Locating and Verifying IOS Images
- Copying Images with TFTP and USB
- Performing an Upgrade
- Performing a Downgrade

08 Cisco Infrastructure Architecture

- Routers and Their Roles
- Switches and Their Roles
- Network Topologies
- Power and Environmental Requirements

COURSE OUTLINE CONTINUED

09 Collaboration and Endpoint Architecture

- Cisco Collaboration Components
- IP Phones and Endpoints
- Cabling Collaboration Devices
- Basic Verification

10 Identifying Cisco Hardware

- Router Chassis and Modules
- Switch Chassis and Modules
- Line Cards and Interface Modules
- Field-Replaceable Units

11 Replacing Routing and Switching Hardware

- Pre-Replacement Checks
- Removing and Installing Modules
- Cabling After Replacement
- Verifying Operation

12 Power Supplies, Fans and Components

- Replacing Power Supplies
- Replacing Fan Trays
- Replacing SFPs and Transceivers
- Verifying Environmental Status

13 Cisco UCS and Data Center Hardware

- UCS Chassis and Blade Servers
- Fabric Interconnects
- Data Center Cabling
- UCS Component Replacement

14 Data Center Support Tasks

- Rack and Stack Fundamentals
- Identifying Data Center Devices
- Airflow and Power in the Data Center
- Verifying Component Status

15 Preparing for the Field Assignment

- Pre-Site Preparation
- The On-Site Replacement Workflow
- Post-Replacement Verification
- Escalation and Handover

16 Exam Readiness for 800-150 FLDTEC

- Reviewing the Exam Domains
- Hardware Identification Practice
- Configuration Backup and Restore Practice
- Final Knowledge Check

HANDS-ON ACTIVITIES

- | | |
|--|---|
| 01 Identify Cisco Router and Switch Hardware | 11 Identify Field-Replaceable Units |
| 02 Recognize Product IDs and Serial Numbers | 12 Replace an Interface Module |
| 03 Connect to a Device via the Console Port | 13 Replace a Power Supply |
| 04 Navigate the Cisco IOS CLI | 14 Replace an SFP Transceiver |
| 05 View and Interpret the Running Configuration | 15 Cable a Device After Replacement |
| 06 Back Up a Configuration File | 16 Verify Environmental and Component Status |
| 07 Restore a Saved Configuration | 17 Identify Cisco UCS Components |
| 08 Verify a Cisco Software Image | 18 Support a Data Center Rack and Stack |
| 09 Perform a Software Upgrade | 19 Open and Manage a Cisco TAC Case |
| 10 Perform a Software Downgrade | 20 Complete a Post-Replacement Verification |

T E R M S

© 2026 thinQtank® Global, Inc. All rights reserved. The product or learning materials are protected by U.S. and intellectual property laws. thinQtank Global, thinQtank Learning and the Q-Man logo are registered trademarks of thinQtank Global, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

thinQtank Global, Inc. warrants that it will perform these training services in a reasonable manner using generally accepted industry standards and practices. THE EXPRESS WARRANTY SET FORTH IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED BY THINQTANK GLOBAL, INC., OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM. THINQTANK GLOBAL, INC. WILL NOT BE LIABLE FOR ANY THIRD-PARTY SERVICES OR PRODUCTS IDENTIFIED OR REFERRED TO CUSTOMER. All materials provided in this training are copyrighted by thinQtank Global, Inc. ("Learning Materials"). thinQtank Global, Inc. grants the customer of this learning a license to use Learning Materials strictly for the purpose of facilitating such company's internal understanding, utilization and operation of the technology covered herein. Except as set forth expressly in the sentence above, there is no transfer of any intellectual property rights or any other license granted under the terms of this training.